

# JACOB JOSE

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## PROFESSIONAL EXPERIENCE

### Jenius Bank, a member of SMBC Group: Software Engineer, Phoenix AZ, USA

Aug 2024 - Present

- Developed, deployed, and maintains cloud-native REST and GraphQL microservices using Kotlin on Microsoft Azure, supporting core digital banking features like loans, deposits, and savings, serving over 1 million active users.
- Integrated with 10+ third-party vendors (e.g., credit bureaus, KYC providers) via secure API connections, reducing onboarding time for new services by 25%.
- Containerized and orchestrated microservices with Docker and Kubernetes, achieving 99.9% system uptime and reducing environment inconsistencies across dev and prod.
- Built CI/CD pipelines to automate testing and deployment, cutting average release cycles from 2 days to 6 hours while maintaining zero critical regressions.
- Led troubleshooting and patch releases for production issues, decreasing mean time to resolution (MTTR) by 35% through enhanced logging and monitoring with Azure tools.
- Enhanced service response times by 30% through middleware optimizations, async processing, and improved data handling between internal systems and third-party APIs.

### IBS Software: Software Engineer, Cochin, India

Sep 2016 - Oct 2018

- Streamlined development of a highly available REST based application service on Azure, having distributed system architecture with user management, reward points, reporting, and custom APIs for ANA Mileage Club loyalty program.
- Developed and implemented API logic using Java Spring Framework, Resolved performance issues, Managed deployments with CI/CD, Ensured thorough testing, and Prepared API documentation for seamless integration, contributing 0.3% to company GMV.
- Spearheaded development of ticket upgrade feature using Java Spring MVC following Microservices architecture for ANA Mileage Club, facilitating users to upgrade class with reward points, boosted customer ratings by 77%.
- Revamped Traveldoo-Expedia ticket booking dashboard by resolving over 90% bugs, performance bottlenecks, and by developing multiple user interface features in Java, improved time on page for average user by 2 minutes.
- Saved development time by over 7 hours per week by implementing a browser extension script for mocking CRUD operations.
- Decreased production issues by 10%, Ensured code quality doing peer-code reviews, Collaborated with cross functional teams for blocker resolutions and Conducted review meetings to establish the process workflow.

## ON CAMPUS EXPERIENCE

### EPICS at Arizona State University: Software Engineer

Jan 2024 - Aug 2024

- Extracted 10+ insights using Python to optimize online inventory management system for Mid East Canadian Pharmaceutical.

### <https://getsummaryholdings.com/> : Application Developer, ASU Library

May 2023-Aug 2023

- Architected Java Spring Boot application for library operations, cuts down over 46 hours of manual work per week.
- Converted to Open-Source Project based on recommendations from California Digital Library technical team.
- Shortlisted for ASU Startup Seed Dec 2023 competition semi-finals.
- Design Document, GitHub, ASU Library Instagram post.

## EDUCATION

### M.S. Software Engineering, Cybersecurity specialization, Arizona State University, Tempe, USA. **GPA 3.9/4.0**

Dec 2023

### B.Tech. Information Technology, Cochin University of Science and Technology, Kerala, India. **GPA 8.16/10**

Apr 2016

## TECHNICAL SKILLS

**Programming Languages:** Java, Kotlin, Android Java, Python, PHP, JavaScript, SQL, NoSQL, C, C++, C#

**Technologies:** Spring Boot, MVC, JPA, JMS, RESTful APIs, JSON, jQuery, JDBC, JSP, HTML5, CSS3, ReactJS, React Native, GraphQL

**Database:** NoSQL (MongoDB), Relational (MySQL, MS SQL Server, PostgreSQL)

**Cloud Technologies:** Docker, Kubernetes, MS Azure, GCP, AWS, CI/CD, Distributed systems, GitHub Actions, Jenkins

**Tools:** Git, GitHub, Bitbucket, Jira, Confluence, IntelliJ, STS, Postman, Mockito, Splunk, Apache Maven, Tomcat, Kafka, Spark, JMeter

**Relevant Courses:** Advanced Data Structures and Algorithms, Software Design, Software Security, Applied Cryptography.

## PROJECTS

### <https://bturnerlaw.vercel.app/>

Design Document, M.S. Capstone Project, Fall 2023

Designed NoSQL database with multi-cloud architecture for performance tuning. Integrated Calendly, Developed Subscriber module and Image files management. Executed Docker Deployment with CI/CD pipeline on Vercel, Render, MongoDB Atlas and MS Azure.

### <https://apiperformancemonitor.onrender.com>

Design Document, GitHub, Personal Project, Summer 2023

Designed, Developed with Java Persistence API and Deployed with multi-cloud architecture, MongoDB database, JWT authentication, Microservices for scalability and CI/CD pipeline for DevOps. Applications can make POST requests to the REST API.

### Android APK Malware Detection using Machine Learning

GitHub

Developed an application for classifying Android APK files into benign or malign after training an ML model using Python.

## ACHIEVEMENTS & LEADERSHIP

- Team Champion Award Jan 2017, Team Champion Award Mar 2018, issued by IBS Software.
- Team Leader and Author, [Securing Passwords from Dictionary Attack with Character-Tree \(Core Java, Multithreading\)](#)