Abhishek Goswami

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# Summary

Accomplished engineering manager with over a decade of experience facilitating various e-commerce applications, software engineering, and project management. Proven track record of leading teams to deliver innovative solutions and fostering a culture of continuous improvement.

# Experience

**Solution Consultant – IC (SME E-Commerce) 04/2020-Present**

Walmart Global Tech | NYC, NY

* Orchestrated launch of a Customer Loyalty and Subscription program
	+ Developed cloud-based microservices using Spring Boot and Kafka
	+ Managed the entire project's development life cycle, including input for building in-house testing automation tools.
* Built ETL data sync automation between OMS and Marketplace (MP)
	+ Collaborated with cross-functional teams to define and implement Apache NiFi flows
	+ Implemented Python and NiFi expression-based scripts to process and translate data
* Re-engineered the SNAP/EBT payment processing, thereby preventing ~$8M loss
	+ Improved payment calculation and credit card refund process using Java Spring Boot.
* Owned Sarbanes-Oxley (SOX) compliance review for OMS organization
	+ Conducted quarterly and yearly audit reviews and collaborated with external auditors
* Liaised OMS with multiple backend and frontend systems
	+ Contributed to scope development, system integration, and post-production maintenance
* Co-led efforts on a cost optimization initiative, charting a course for ~$5000/day in savings
	+ Analyzed software and infrastructure operational costs for the business and leadership team
	+ Decommissioned legacy OMS, Oracle Database, and Cloud infra
* Aided with hiring for full-time and contract roles in application and support teams

# Package Solution Consultant (Engineering Manager) 11/2017-04/2020

IBM | Baton Rouge, LA

* Revamped payment solution, resulting in over $500K in annual cost reduction
	+ Integrated Sterling Commerce with VISA payment gateway using iFrame, Javascript, and Java
	+ Worked with the leadership team in designing the operational outline for organization users
* Designed and developed the proof of concept for the company's next-gen payment solution and worked with management to define the roadmap. The POC was spun off as an independent project
* Spearheaded DevOps design and implementation
	+ Collaborated with cross-functional teams to implement Jenkins CICD and DevOps best practices
	+ Enabled 1-click deployment, thereby reducing deployment duration by 75%
* Upgraded version control system for improved CICD, code quality, and dev efficiency
	+ Migrated from SVN to GitHub Enterprise by defining requirements with product owners and stakeholders
* Actively participated in project planning with the management team and helped with the backlog management
* Managed a diverse team of 12 professionals across various locations, ranging from entry-level to Engineering Managers
	+ Performed performance reviews, fostering a culture of continuous improvement and growth
	+ Successfully promoted high-performing individuals and aligned their achievements with organizational goals
* Part of the Baton Rouge recruitment team and working towards building capabilities at the new IBM office

# Lead Consultant (Lead/Development Manager) 12/2016 – 11/2017

Galax-Esystems | Baton Rouge, LA

* Delivered several critical projects, including Customer Loyalty Program, Wholesale Fulfillment, Sterling 9.5 OMS, and Web Call Center
	+ Developed and integrated REST APIs with external systems utilizing Java
	+ Implemented XML-> JSON conversion strategy with minimal overhead
* Improved call center experience and reduced order capture time, which minimized customer wait time by 20%-30%
	+ Redesigned Sterling Order Management Suite using Java, web services, and POJO
* Led a team of 8 professionals in implementing the Manhattan West Coast DC project
	+ Supported quality assurance and resolved complex issues promptly by providing workarounds
* Supported quality assurance and resolved complex problems promptly by providing workarounds
	+ Participated in project planning and worked with product owners to define scope and gather requirements
	+ Held demo sessions for cross-functional teams, product owners, and stakeholders
* Mentored a group of professionals for post-implementation warranty and production support, completed knowledge transfer, and streamlined SOPs to support team strategy and consistency

# Software Engineering Senior Analyst 07/2011 – 12/2016

Accenture | Minneapolis, MN

* Designed and implemented custom UI, thereby reducing in-store customer pick-up time by 18s
	+ Replaced legacy IBM OOB Customer Pickup UI thick client with a CSS-based thin client
	+ Collaborated with teams and provided a REST API solution using YML and Mustache framework
* Integrated OMS and Kafka to provide order fulfillment updates to the Big Data system, improving production monitoring for the Store Operations team and in-store capacity planning
* Designed and implemented the MP solution allowing 3rd Party Vendors to host on client websites
	+ Collaborated with cross-functional teams in multi-vendor setup and enabled D2C shipping via MP vendor
* Developed and implemented SFS (Ship from Store) capability for US stores to directly ship orders to customers(D2C) by customizing DC and store node setup and updating inventory rules
* Created email and alert systems for efficient customer communication and proactive system monitoring
* Implemented inventory concepts to improve the fulfillment process, including enterprise setup and sourcing scheduling with DG setup

# Education

**NMIMS University Mumbai, India**

Bachelor of Technology, Computer Science and Engineering 2011

# Skills

* IBM Sterling Commerce • E-Commerce • Team Building
* DevOps (Jenkins, K8s) • Microservices • Spring Boot
* Webservices (SOAP, RESTful) • Java, Groovy, JavaScript • WTS (XSLT, Mustache)
* Database (Oracle, Cassandra, Cosmos) • Apache NiFi(ETL) • Kafka, Tibco, MQ
* Agile/Scrum • Critical Thinking • Team Building
* Scope Definition • Software Design Patterns • Problem Solving
* Process optimization • Leadership • Risk Analysis

# Awards/Recognition

IBM Innovation and Delivery Excellence Awards 2017

ACE (Accenture Celebrate Excellence) Q2&Q4 2013