

# AJITH BERLIN ARUL NAYAGAM

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## EXPERIENCE

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### Percept Solutions | Software Engineer - Singapore

May 2023 – Present

- Developed and Deployed a robust cloud-based solution on AWS featuring **4 microservices and 2 React portals**. Designed a service for the **UOB bank integration, ensuring seamless processing of millions of dollars transactions**, while also supporting multiple payment methods (FAST, PAYNOW, GIRO, MEPS). Additionally, managed 10 distinct user roles across the system to ensure precise access control and streamlined operations. **Integrated critical BPM flows** and connected with **Business Central for external auditing**, achieving significant performance optimizations and establishing comprehensive **audit systems to monitor user actions and financial transactions**.
- Developed and Supported Identity and Access Management service, **managed SSO for 12+ clients and 200K+ users** across testing and production environments. Expertise in Keycloak (RHSSO) IAM, including upgrades and customizations, resulting in **40% improved customer satisfaction** through enhanced UX and security.
- Drove agile transformation, tripling task completion rates and achieving **60% improvement in project performance**. Led creation of **data-driven Monthly Usage Reports using Power BI**, providing strategic insights for client onboarding and subscription management optimization.

### ZOHO | Member Technical Staff – Chennai, India

July 2020 – April 2023

- Led **35+ high-impact projects** for the Endpoint Central suite, including a critical TCP architecture overhaul that increased security tenfold and boosted performance by 30%. Pioneered feature development and network optimisation, demonstrating strong technical leadership and architectural expertise.
- Leveraged data-driven insights to enhance product strategy, producing pivotal reports that **reduced lead loss by 25%** and improved market competitiveness. Resolved **350+ support tickets** and **conducted 120+ consultations**, elevating customer satisfaction and team efficiency.
- Led automation initiatives using JUnit and JMeter, completing 2000+ test cases that significantly reduced production risks and improved product security, demonstrating technical excellence across teams.

## EDUCATION

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### Anna University, Chennai | B.Tech

2016 – 2020

Faculty of Technology | CGPA: 8.42

- **President of the Student Quality Council**, Anna University (Mar 2018 – Mar 2020): Led and mentored 150+ students in organizing numerous events, enhancing the campus community.

## SKILLS & ABILITIES

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- **Programming Languages:** Java, Python, Dart, SQL, JavaScript, TypeScript
- **FrontEnd & UI:** HTML, CSS, Sass, React.js, Next.js, Flutter, Tailwind CSS, Material UI, shadcn/ui, StoryBook
- **Backend & Services:** Node.js, Spring Boot, Hibernate, JUnit 5, Jersey, Kafka, Flask, FastAPI, Pydantic
- **Testing & Automation:** JMeter, Postman, Wireshark, Packet Sender

- **Tools & Suites:** MS Office (Word, Excel, PowerPoint, Outlook, Teams), Zoho Suite, Payload CMS, Strapi, Plasmic, Sigma
- **Databases:** Postgres, MySQL, MSSQL, MongoDB, Firebase
- **DevOps & Cloud:** AWS, Google Cloud, Azure Cloud, Zoho Cloud, Vercel, Docker, Git, Azure DevOps, Tyk API Hub, Supabase, Red Hat SSO
- **AI Agent Integration & API Development:** OpenAI, Anthropic, DeepSeek, Llama, HuggingFace, and Nvidia NIM

## ADDITIONAL

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- **Languages:** English (Fluent), Tamil (Native), Malayalam (Communication Only)
- **Hobbies:** Cooking, Reading, Knitting & Crocheting.
- **Volunteering:** Flutter Singapore, Youth Corps Singapore, NLB Singapore