

Varshith Kola

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Experiences

Senior Software Engineer | **ServiceNow** | Orlando, United States **Aug 2025 – Present**

- Sustained messaging infrastructure delivering ~500M daily automation commands to ~60,000 instances across ~30 data centers at a 99.95% availability target, where undelivered messages stall customer provisioning and escalate into platform incidents.
- Drove RabbitMQ-to-Kafka migration across 4 of 7 production traffic classes by extending a transport-agnostic sender registry with runtime per-class broker switching, converting an all-or-nothing platform rewrite into an incremental, reversible rollout.
- Replaced RabbitMQ native auto-recovery with listener-driven reconnection and 5s jittered backoff, preventing thousands of synchronized client reconnects from overwhelming brokers during cluster failover and turning restarts into routine maintenance.
- Pooled channels per broker host and virtual host, removing connection setup from the message path under sustained load.
- Isolated latency-sensitive provisioning from bulk traffic via 4-level prioritization and class throttling, preserving daemon capacity.
- Replaced deprecated shared-pool Kafka producers with per-profile management, SASL/SSL, and per-cluster credentials.
- Added connectivity probes, queue-depth telemetry, and per-profile health checks, closing monitoring blinds across 180 brokers.

Software Development Engineer | **Marriott Vacations Worldwide** | Orlando, United States **Jan 2025 – Aug 2025**

- Engineered a cloud-native reservation framework processing handling 10,000+ daily transactions using Java, Spring Boot, and Oracle RAC clustering, minimizing booking failures by 25%, improving response times by 13%, and optimizing system scalability
- Transitioned from monolithic to microservices, deploying 15+ services on Azure Kubernetes, improving scalability and resilience
- Orchestrated a Kafka streaming pipeline efficiently handling 500+ bookings per hour, reducing payment gateway latency by 20%
- Built Oracle sharding solution with GoldenGate, achieving 90% system availability and accelerating peak-period execution by 30%
- Established CI/CD pipelines with ArgoCD and Tekton, enabling zero-downtime deployments across Azure with canary testing

Software Development Engineer | **FedEx** | Orlando, United States **Aug 2024 – Dec 2024**

- Engineered cross-cloud GCP BigQuery pipelines syncing 5M+ Azure records daily, cutting data latency by 30% for logistics teams
- Automated robust Python ETL for efficient, scalable data cleaning, improving report accuracy by 15% and saving 20 hrs/month
- Created 15+ demand-forecasting SQL datasets for supply chain optimization, dropping delivery costs by \$50K per quarter
- Integrated dynamic Power BI dashboards with React, enabling real-time KPI tracking and data visualization for 200+ stakeholders
- Refined complex GCP-Azure workflows via Terraform, cutting sync errors by 35% and cutting operational overhead by 20%

Software Engineer | **University of Central Florida** | Orlando, United States **Aug 2023 – Aug 2024**

- Revamped UCF-India platform with HTML5/CSS3, significantly boosting page load speed by 50% and engagement by 40%
- Designed and executed scalable Express.js APIs with Redis caching, slashing latency by 40% for 8 K+ monthly requests
- Owned end-to-end Docker microservices implementation, cutting deployment errors by 25% and efficiently scaling to 15K+ users
- Crafted Tailwind CSS UI components, achieving 98% cross-device compatibility, improved UI/UX, and reduced bugs by 30%
- Enhanced CI/CD pipelines via GitHub Actions, cutting deployment time by 20% with zero downtime during peak operations

Full Stack Engineer | **Zasket** | Remote, India **Mar 2020 – July 2023**

- Implemented a grocery delivery system, leading Java/Spring Boot backend development to scale operations to 500+ daily orders, reducing API latency by 40% and boosting customer retention through real-time inventory and route optimization algorithms
- Spearheaded a React/Next.js frontend using TypeScript and Tailwind CSS, designing a unified design system, achieving UI consistency across 15+ product modules, reducing customer support tickets by 40%, and improving mobile conversion rates by 18%
- Orchestrated CI/CD automation using Azure DevOps and Docker, modernizing legacy Jenkins deployment workflows to eliminate pipeline failures by 35%, accelerate release cycles by 30%, and ensure 99.9% uptime during holiday sales traffic spikes
- Architected AWS serverless solutions using Lambda, S3, and API Gateway for non-core workflows, optimizing cloud infrastructure costs by 25% (\$12K/year) and scaling systems to handle max traffic surges during flash sales with zero performance degradation
- Pioneered Node.js microservices integrating logistics APIs (payment gateways, GPS tracking), improving delivery efficiency by 50%, reducing order fulfillment errors by 28%, and expanding service coverage to 7+ cities within 18 months

Education

University of Central Florida – Master's in Computer Science **April 2025**

Skills

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|-------------------------|---|
| • Programming Languages | : Java, Python, C++, JavaScript, TypeScript, Golang, SQL, Shell Scripting |
| • Frontend Development | : HTML5 & CSS3, React, Next.js 15, Angular 18, Tailwind CSS, Redux, D3.js, Three.js |
| • Backend Development | : Spring Boot, Node.js, Express.js, GraphQL, WebSocket, gRPC, RabbitMQ, Kafka |
| • Cloud/DevOps | : AWS, GCP, Azure, Docker, Kubernetes, Jenkins, Terraform, GitHub Actions |
| • Databases | : MySQL, MongoDB, PostgreSQL, Hive, Oracle, SQL Server, Redshift, Neo4J |
| • Tools | : Git, Postman, Grafana/Prometheus, Splunk, Power BI, Redis |
| • Additional Skills | : SRE Fundamentals, CI/CD Automation, Load Balancing, Performance Optimization |

Certifications

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| • AWS Certified Developer – Associate (DVA-C02) | • Certified Kubernetes Administrator (CKA) |
| • AWS Certified Solutions Architect – Associate (SAA-C03) | • Google Professional Cloud Architect |