

VIVEK TIWARI

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EDUCATION

California State University, Fullerton, CA

May 2018

Master of Science, Computer Science, **GPA: 3.57/4.0**

University of Mumbai, India

May 2014

Bachelor of Engineering, Computer Engineering, **GPA: 3.5/4.0**

TECHNICAL SKILLS

Languages – C#, ASP.NET MVC, Java

Database System – MS SQL, Mongo DB

Web Programming–NodeJS, JavaScript, Angular 2/4
React and Redux, HTML5,

Source Controller tool and OS- GitHub, Windows, MacOS, Linux
Notable skills –Azure, GitHub, RESTful API

PROFESSIONAL EXPERIENCE

Sr Support Escalation Engineer

October 2022 - Present

Microsoft, Atlanta, GA

- Drove deep technical investigations by recreating customer environments and SDK scenarios from the ground up, collaborating with product and SDK engineering teams to provide architectural insights and long-term solutions.
- Collaborate closely with the Messaging & AI Search Engineering team and Cloud Solution Architects to deliver customer-focused solutions and drive issue resolution for critical workloads.
- Partner with multiple Azure service teams—including Function App, Storage Account, Service Bus, Event Hub, Event Grid, Relay, and Notification Hub, among others—to design and support seamless end-to-end integrations and data flows.
- Guide enterprise customers in architecting and implementing scalable, resilient Azure PaaS solutions capable of sustaining high-throughput workloads without performance degradation during peak traffic conditions.
- Advise customers on best practices for load balancing, throttling, and resource optimization to ensure maximum system reliability and prevent service saturation. Enable cost-efficient scaling strategies, empowering customers to accommodate traffic fluctuations while maintaining high availability and optimizing operational costs.
- Deliver internal training sessions and technical workshops to upskill engineers on Azure PaaS services, modern architecture patterns, and strategies for handling high-traffic scenarios.
- Architect and implement retrieval-based AI chat solutions (MinervAI) that index distributed project repositories without requiring data migration, enabling managers to discover, reuse, and collaborate on existing project assets.

Web Application Developer

February 2022 – October 2022

Emovis, Westbury, NY

- Developed a mileage processing module using C#, SQL, and Azure Service Bus to accurately post mileage to customer accounts based on miles driven for the Utah and Virginia state programs.
- Implemented real-time data ingestion from IMS for OBD and telematics-enabled vehicles, enabling automated and reliable mileage capture and processing.
- Engineered and deployed RUC AMS software and account monitoring jobs using C#, React.js, and SQL for the Utah and Virginia DMV, improving operational efficiency and data accuracy.
- Led the design and development of a payment integration module with CardConnect, building the solution from the ground up to support secure and seamless transactions.
- Automated overnight account monitoring processes by developing and deploying Azure-based jobs to ensure data consistency and timely alerts.
- Participated in code reviews and collaborated with QA teams to ensure test coverage across all scenarios, enhancing code quality and reducing defects in production.

Software Engineer

February 2021 – February 2022

Oracle Cerner, Denver, CO

- Developed Multum Clinical Server (MCS) software using C# and SQL, supporting deployment in standalone, server farm, and network drive environments, enabling scalable and flexible system configurations.
- Engineered an automated update and testing module for MCS software, streamlining server updates, test case executions, and auto-cycle processes, improving software maintenance efficiency.
- Designed and developed Continuous Data Release software in C# and SQL to generate clinical data and deliver it to clients in multiple database formats, ensuring seamless integration across systems.
- Led the development and testing of clinical research tools, contributing to the overall improvement of clinical data management and research capabilities.

- Participated in code reviews, identifying and addressing issues and deviations from best practices to enhance code quality and maintainability.
- Developed Cerner Survey System using ASP.NET API, Entity Framework, and React Redux for the UI, while mentoring junior developers to ensure smooth implementation and adoption within the team.

Full Stack Developer

October 2018- February 2021

LifePharm Inc, Irvine, CA

- Developed a Shopify-Exigo integration app using C# and SQL, leveraging external APIs to automate order processing for both the USA and South Korea markets, streamlining cross-border e-commerce operations.
- Engineered an automated order processing service in C#, SQL, APIs, and FTP for the Serbian market, integrating with Milsped shipment company to enhance shipping efficiency and accuracy.
- Built a Cruise Tracker application in C# and SQL for Europe and USA markets, awarding loyalty points to IBOs (Independent Business Owners) for cruise promotions. Integrated JotForm API to fetch lists of IBOs signed up for the promotion.
- Collaborated with cross-functional teams to implement a BackOffice application supporting 15 countries and 15 languages, enabling seamless product purchasing and enrollment for IBOs and customers globally.
- Developed and maintained a robust SQL database, ensuring data integrity and running daily/weekly reports for business analysis and decision-making.
- Optimized application performance to maximize speed and scalability, creating reusable code and libraries to improve future development efficiency.

Software Engineer Intern

June 2018- August 2018

Quicken Loans, Detroit, MI

- Collaborated with other engineers, developers, architects, QA, system engineers and product owner in solving existing and new technical issues for mortgage lending company product
- Developed web applications using ASP.net, React.JS, Restful API and SQL database. Also supported Angular 2 Web application.
- Participated in design and code reviews and consistently met iteration deadlines. Also helped growing an Engineering team

Software Engineer Intern

June 2017- August 2017

Rocket Loans, Detroit, MI

- Worked with technical team to develop web based personal loan application with cloud scalability and tight security requirements. Responsible for creating great client experience on web with AngularJS and React JS and API's in NodeJS
- Participated in code standards, code reviews and research solutions. Also maintained code libraries and documents technical specs

Software Developer

July 2015- May 2016

Aeon Software, Mumbai, India

- Worked as full-stack developer to build web app for public transport authority using RESTful API's in ASP.net for back end and Angular JS in front end.
- Implemented tire mileage report and functionality which determines mileage of a vehicle.
- Implemented vehicular analysis report that shows when is vehicle due for maintenance in workshop.
- Developed web pages for ticket and cash, store, workshop, fuel, stationery modules; Designed database including all stored procedure, tables, and maintenance of the SQL database, Improving website's performance.

Software Trainee

June 2014- July 2015

Webpro Support, Navi Mumbai, India

- Designed and developed modules for projects like Customer Information System, Tailoring System. Used ASP.NET, MS SQL, JavaScript, and JQuery for application development.
- Worked with team of developers and content designer to launch interactive web application.