

Abhishek Sharma

📞 331.313.6836 | ✉ sharma.abhishek0297@gmail.com | 📍 Chicago, IL

SUMMARY

Results-driven Technology Lead with 7+ years of progressive experience at Infosys Limited, embedded in a long-term engagement with a Fortune 500 North American airline. Specializes in full stack development using .NET Core, Angular, and AWS cloud services. Proven track record of leading cross-functional teams, architecting microservices-based solutions, and delivering enterprise-scale aviation applications. Demonstrated career growth from Systems Engineer to Technology Lead through consistent high performance, technical ownership, and measurable client impact.

EXPERIENCE

Infosys Limited

Jan. 2025 – Present

Technology Lead

Chicago, IL

- Leading development of an **enterprise contact center platform** enabling airline reservation agents to book, modify, and manage passenger itineraries at scale across a high-volume operations environment.
- Architect and develop microservices using **.NET Core 8.0**, adhering to clean code architecture and SOLID principles across a distributed system.
- Own end-to-end feature delivery across **Angular** frontend and .NET backend APIs, from design through production deployment.
- Integrated **Dynatrace** for distributed tracing and structured logging, significantly reducing mean time to resolution (MTTR) for production issues.
- Designed and configured **CI/CD pipelines via Harness**, enabling automated, zero-downtime deployments across environments.
- Championed test-driven development by authoring unit and integration tests using **XUnit and NUnit** for backend APIs, ensuring high code coverage and early defect detection.
- Enforced code quality and security standards by integrating **SonarQube** for static code analysis and **Veracode** for SAST security scanning into CI/CD pipelines, ensuring zero critical vulnerabilities at release.
- Lead and mentor a cross-functional engineering team, driving adoption of best practices in code quality, testing, and system design.
- Own sprint planning, release coordination, deployment management, and defect triage for the team.

Technology Analyst | Remote → Chicago, IL (Relocated onsite Feb. 2023)

Oct. 2021 – Jan. 2025

- Led full stack development of a **real-time flight disruption compensation platform** used by airport agents to process and issue compensation to passengers affected by delays, cancellations, and other travel disruptions.
- Designed and implemented a dynamic **Rules Engine** to evaluate passenger compensation eligibility, applying design patterns including **Facade, Mediator, and Event-Driven Architecture** to ensure maintainability and extensibility.
- Spearheaded the **cloud migration** of the entire platform from on-premise infrastructure to AWS, improving scalability, availability, and operational efficiency.
- Led the **Couchbase to DynamoDB** database migration, re-architecting data access layers to leverage DynamoDB's scalability and managed infrastructure.
- Implemented structured logging using **Serilog** integrated with **DataDog** dashboards, enabling real-time observability and faster incident resolution.
- Utilized **Dynatrace and Kibana** alongside DataDog for end-to-end distributed tracing, log analysis, and infrastructure monitoring.
- Built comprehensive unit and integration test suites using **XUnit and NUnit** against real-time data, significantly improving release confidence and reducing production defects.
- Integrated **SonarQube and Veracode** into CI/CD pipelines to enforce code quality gates and security compliance on every build.
- **Selected for onsite US client engagement** based on sustained high performance and technical expertise, reflecting strong client trust.

Senior Systems Engineer | Hyderabad, India

Sep. 2020 – Sep. 2021

- Assumed expanded ownership across multiple functional modules of a large-scale **airport check-in and passenger boarding platform** serving airline agents across major hub airports.
- Took end-to-end ownership of critical functional modules including **Bag Management, Seat Management, SSR (Special Service Request) Management**, and Travel Options.
- Executed **.NET Core version migrations** (3.0 → 5.0 → 6.0) across services, ensuring zero regression and backward compatibility.
- Contributed to a parallel **curbside check-in solution** built for third-party ground service vendors, delivering a lightweight and policy-compliant check-in experience with restricted functionality.
- Authored unit and integration tests using **XUnit and NUnit** for backend APIs, improving test coverage and reducing regression risk across releases.
- Used **SonarQube and Veracode** to maintain code quality standards and address security vulnerabilities identified during static analysis scans.
- Coordinated deployments, led defect resolution, and managed cross-team dependencies during release cycles.

Systems Engineer | Hyderabad, India

Jul. 2018 – Sep. 2020

- Contributed to the ground-up design and development of a **microservices-based airport passenger check-in and boarding platform**, built to support airline agents across multiple airports with high availability and real-time processing needs.
- Participated in the foundation phase including requirements analysis, system design, and **proof-of-concept development** for the core platform architecture.
- Built initial **Web API services and the Orchestration framework** that became the backbone of the platform's microservices ecosystem.
- Developed microservices for key functional domains: **Bag Management, Seat Management, Payment processing**, and Role-Based Access Control (RBAC).
- Deployed and managed services on **AWS** using Kubernetes, Lambda, SNS, SQS, DynamoDB, Load Balancer, and Secret Manager.
- Integrated **Solace** as the pub/sub messaging backbone for asynchronous inter-service communication, improving system decoupling and resilience.
- Developed an internal **Couchbase to DynamoDB data migration utility** and authored Boto3 scripts to automate cross-environment data migration, reducing manual effort and migration risk.
- Wrote unit and integration tests using **XUnit and NUnit** for backend Web API services, establishing a testing foundation for the platform from day one.
- Adopted **SonarQube and Veracode** early in the project lifecycle to enforce secure coding standards and maintain clean, maintainable codebases.
- Leveraged **DataDog, Dynatrace, and Kibana** for application monitoring, log aggregation, and performance observability across environments.

EDUCATION

Chitkara University

Bachelor of Engineering – Computer Science

Aug. 2014 – May 2018

Himachal Pradesh, India

SKILLS

Languages & Frameworks : C#, .NET Core (3.0 / 5.0 / 6.0 / 8.0), ASP.NET Core, Web API, Angular, HTML, CSS, JavaScript, LINQ, JSON

Cloud & Infrastructure : AWS (Lambda, SNS, SQS, DynamoDB, EC2, RDS, Load Balancer, Secret Manager, CloudFormation, CloudWatch), Docker, Kubernetes, IBM DataPower, Harness, Solace

Databases : DynamoDB, Couchbase, SQL Server, Entity Framework

Observability & DevOps : Dynatrace, DataDog, Kibana, AppDynamics, TeamCity, Harness, Git, TFS

Architecture & Design : Microservices, REST API, RBAC, Rules Engine, Facade, Mediator, Event-Driven Architecture, Clean Code, SOLID, Repository Pattern

Testing : XUnit, NUnit, MSTest, Unit Testing, Integration Testing, API Testing

Code Quality & Security : SonarQube, Veracode (SAST)

Methodologies : Agile / Scrum, CI/CD, DevOps