

Kunal Jha

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Summary

Backend & Distributed Systems Engineer (Java, AWS) with 5 years of building high-availability microservices and cloud-native platforms at UKG, Amazon and Accenture. Delivered multi-region logistics and banking systems improving latency (25–35%), automation (30–40%), and reliability (20–30%). Experienced in event-driven architectures, AWS serverless, React-based engineering tools, and wiring LLMs into production systems via MCP servers and agentic workflows.

Experience

SOFTWARE ENGINEER 3 | ULTIMATE KRONOS GROUP | JUNE 2026 – PRESENT

- Reduced legacy API response latency by up to 40% through performance optimization and architectural improvements.
- Architected a support API to consolidate RabbitMQ topic listeners, reducing operational complexity and enhancing message processing efficiency.
- Designed and maintained SQL data correction patches using PostgreSQL for enterprise workforce management applications.
- Built MCP servers for Kubernetes, Jira and Salesforce, letting Claude query pods and logs, manage tickets and pull CRM context through typed, permission-scoped tools.
- Integrated Claude into the support ticket workflow — triage, severity suggestion and runbook-grounded root-cause hints, with engineer approval before replies go out.
- Built an issue-context agent that searches Confluence, Jira and related sources for an incoming issue and returns a cited context brief, cutting investigation time.

SOFTWARE ENGINEER | AMAZON | JULY 2024 – JUNE 2026

- Owned design and operation of multi-region distributed microservices powering logistics workflows, improving system reliability by ~30% and enabling fault-tolerant processing across regions.
- Engineered extensible APIs and data models for the Electronic Proof of Delivery platform, reducing manual verification by 30 to 40%.
- Led end-to-end migration of legacy compliance workflows to a scalable service-oriented architecture, reducing latency by 25 to 35% and improving maintainability and security.
- Improved notification reliability and observability ~20–30% through monitoring and retry architecture.
- Explored AI-driven techniques for log analysis and anomaly detection, improving debugging efficiency and reducing issue resolution time in distributed systems.
- Leveraged AI-assisted development tools to accelerate backend development, improving engineering productivity and reducing iteration time for feature delivery.

SOFTWARE ENGINEER | ACCENTURE | SEPT 2021 – JULY 2024

- Developed scalable backend services for banking onboarding platforms supporting high-volume customer workflows.
- Designed and implemented business-rule-driven workflows, improving onboarding efficiency by ~15%.
- Improved data validation and backend integrations, reducing manual errors by ~30%.
- Built and maintained automated test suites for critical onboarding flows, improving integration coverage and release confidence.

Education

BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE — IP UNIVERSITY, 2021

Certifications

Claude with the Anthropic API · Model Context Protocol · Claude Code in Action (Anthropic, 2026) | System Design LLD + HLD (Udemy, 2024)

Skills

Java, C++, JavaScript, Spring Boot, Microservices, REST APIs, Event-Driven Systems, Distributed Systems, Kafka, RabbitMQ, React, HTML, CSS, AWS (Lambda, API Gateway, S3, EC2, DynamoDB, SQS, SNS, ECS, Fargate, CloudWatch, IAM), Docker and Kubernetes, CI/CD (GitHub), PostgreSQL, Redis, Elasticsearch, SQL, MCP servers, Anthropic API, RAG, Agentic workflows