Abhishek Dhiman

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Summary

Software Engineer with 4+ years of experience developing and supporting enterprise backend systems, microservices, and REST APIs for a global B2B e-commerce platform. Strong in Java, Spring Boot, SQL, Python automation, and production troubleshooting, with experience resolving 400+ production incidents and improving system reliability. Hands-on experience with API integrations, CI/CD, automated testing, and containerization, with exposure to AWS, Kafka, and Kubernetes. Experienced in Agile software development, root-cause analysis, and collaborating with cross-functional teams to deliver reliable software solutions.

Technical Skills

Languages: Java, Python, JavaScript, SQL, C++
Backend & APIs: Spring Boot, Hibernate/JPA, REST APIs, JSON, Microservices, Kafka, OAuth2, third-party API integration, Multithreading, OOP, Design Patterns
Databases: PostgreSQL, Microsoft SQL Server, MySQL, MongoDB, Redis
Web & UI: Nginx, Angular, React, JavaScript
Debugging & Monitoring: Splunk, Dynatrace, Kibana, ElasticSearch, Nagios, Quantum Metric, Akamai
Tools & Process: Git, Maven, Jenkins, UrbanCode Deploy, Azure DevOps, Docker, Kubernetes, AWS (EC2, S3), GCP, JUnit 5, Mockito, Selenium, Agile/Scrum, SDLC, TDD
AI: LLMs, MCP server, AI Agents, Prompt Engineering, Claude Code, ChatGPT, Cursor, Gemini, Copilot

Experience

Accenture - Software Engineer **Feb 2022 - Aug 2025**
Client: Uline (global B2B e-commerce platform)

- Designed, developed and maintained Java Spring Boot microservices and REST APIs (JSON) for Uline's checkout and ordering workflows, improving performance by 8%.
- Resolved 400+ production incidents using Splunk, Dynatrace, Kibana and Nagios; led root-cause analysis and permanent fixes while meeting SLA commitments and improving service availability.
- Built Python log-analysis automation on Kibana and production telemetry data, reducing recurring API failures by 20% and speeding up root-cause analysis by 50%.
- Worked with PostgreSQL and Microsoft SQL Server for queries, data fixes and troubleshooting data-related production issues.
- Debugged end-to-end issues across the web tier and UI layer and built real-time observability dashboards in Kibana, ElasticSearch, Akamai and Quantum Metric to catch issues early and reduce mean time to resolve.
- Maintained around 80% unit test coverage with TDD (JUnit 5, Mockito) and extended the Selenium regression suite to 40+ critical user flows; used Jenkins and UrbanCode Deploy pipelines, saving 5–10 min per deployment cycle.
- Took part in the full Agile SDLC with global teams: requirement analysis, estimation, design discussions, code reviews, testing, deployment planning and post-release monitoring.
- Used Claude Code, ChatGPT, Codex, Cursor and Gemini Antigravity for code generation, debugging, test creation, documentation and impact analysis.

Projects

LedgerFlow: Nango, intuit QuickBooks Integration (Multi-Tenant Backend) **GitHub**
Java 17, Spring Boot, Nango, intuit QuickBooks Online API, REST/JSON

- Built a multi-tenant Spring Boot backend that connects each tenant's QuickBooks Online account through Nango-managed OAuth, with a tenant-to-connection mapping that keeps every tenant's data separate.
- Integrated QuickBooks Online Sandbox REST APIs for accounting data, handling auth, token management and API errors through Nango instead of custom OAuth code.
- Wrote a technical article on dev.to explaining the architecture and setup.

IntegrateAI: GitHub AI Agent **GitHub**
Java 21, Spring Boot 3.3, Nango, OpenRouter (LLM tool calling), GitHub API, Docker, JUnit

- Built a Spring Boot AI agent that uses LLM tool calling to run GitHub actions (list repos, list open issues, create issues) from plain-English prompts, with a tool registry and agent service that pick and run the right tool.
- Connected GitHub through Nango's proxy, so the backend never stores OAuth tokens and credentials stay out of the LLM context.
- Added a human-in-the-loop confirmation step for write actions, exposed REST endpoints for chat and confirm, containerized with Docker, and wrote unit and integration tests.

Education & Certification

B.Tech, Computer Science and Engineering Aug 2017 - Jun 2021
Guru Gobind Singh Indraprastha University, New Delhi

Achievements & Leadership

- Accenture Celebrated Excellence (ACE) Award, FY25 Q1, for agility, performance and leadership.
- Teaching Assistant at Coding Blocks (2022), mentoring 30 students in C++ data structures. Core member of Google Developer Groups and Build Open Community of Developers, India; ran 20+ tech events with Confluent, Databricks, MongoDB and Google for Developers (700+ participants).