

# Arun Murali

Livermore, CA • arun.murali@outlook.com • linkedin.com/in/aronmurali • github.com/murali-aron

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## SUMMARY

Senior Staff backend engineer with 10+ years building and scaling distributed systems in retail supply chain/logistics. Expert in Java/Spring Boot, event-driven microservices (Kafka/RabbitMQ), and data platforms (PostgreSQL/MySQL/MongoDB). Focused on reliability, performance, operability, and developer productivity.

## CORE SKILLS

**Languages:** Java, Python, Shell (Bash), SQL, JavaScript/TypeScript (basic)   **Backend:** Spring Boot, Spring, REST, Microservices   **Messaging:** Kafka, RabbitMQ  
**Data:** PostgreSQL, MySQL, MongoDB   **Cloud/Containers:** AKS (Kubernetes)   **CI/CD:** GitHub Actions   **Testing:** BDD/Cucumber   **UI:** React (basic)

## EXPERIENCE

### Gap Inc

Senior Staff Engineer (Staff Software Engineer - Senior Staff Software Engineer) | Jul 2018 - Present | Hybrid/Remote

#### Logistics / Supply Chain - DC Shipments & Fulfillment Tracking (2024 - Present)

- Modernized distribution center shipment and fulfillment tracking into **6 domain-aligned microservices** using **Kafka**; scaled throughput from **~1K orders/min to ~10K orders/min (10x)**.
- Built **replay-safe, idempotent** processing with **PostgreSQL-backed status tracking** to enable safe re-drives and reduce duplicate side effects during outages or partner integration failures.
- Upgraded service-to-service auth to **JWT (auto-refresh)** with **5-minute token caching**; reduced typical request time from **~300 ms to ~100 ms (~67% lower latency / ~3x faster)** for repeat batch/UI traffic.
- Standardized delivery with reusable **CI/CD templates** (GitHub Actions - AKS/Kubernetes) and leveraged **AI-assisted development** to cut endpoint delivery from **~5 days to ~3 days (~40% faster)** while expanding **Cucumber/BDD** coverage.
- Owned roadmap and cross-system integrations; mentored **6 engineers** and led design reviews and cross-team execution.

#### Allocation Platform - Data Quality, Operational Controls & Reliability (2018 - 2024)

- Automated allocation **data hygiene** (deduplication and inactive record cleanup) for self-healing workflows; reduced manual data correction effort by **~67%**.
- Introduced an **operational controls framework** (feature flags, event toggles, endpoint switching), cutting incident mitigation cycle time by **~50%**.
- Automated **recalculation** and **post-upload processing**, reducing hands-on operational effort by **~60%**.
- Improved reliability and supportability (validation, structured logging, exception handling, UI guardrails, internal tooling and observability improvements); reduced on-call noise by **~50%**, sped up ad hoc support from **hours to minutes**, and increased confidence in inventory projections by **~30%**.

### Netcracker Technology

Software Engineer | 2017 - Jun 2018 | India

- Delivered UI enhancements and defect fixes for telecom customer workflows (SIM booking/provisioning and related actions) and supported production releases with fast triage and validation.

### Wipro

Software Engineer | 2014 - 2017 | India

- Built a **UI-driven scheduler** using **Java + Spring** with **raw thread pools/executors** and **MySQL**, including **retry** and **resume** capabilities for long-running jobs.
- Developed POCs evaluating **Hadoop/MapReduce** for data analysis and **Camunda** for CRM/workflow orchestration.

## EDUCATION

**B.Tech, Electronics and Communication Engineering** - Cochin University of Science and Technology (CUSAT), 2014