

PAUL ALEX THANGAM

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SUMMARY

Engineering Management graduate student with 2+ years of experience in managing product quality, release and project management in the fintech industry, adept in agile methodologies, process optimization and data analysis. Seeking an internship to apply technical and analytical skills to build scalable and impactful technology-driven projects products in a dynamic landscape.

EDUCATION

University of Southern California

Masters in Engineering Management Specializing in Business Analytics

May 2026*

Los Angeles, California

CMR Institute of Technology

Bachelor of Engineering in Computer Science & Engineering

July 2022

Bengaluru, Karnataka

WORK EXPERIENCE

Juspay Technologies Private Limited

Bengaluru, Karnataka

Quality Engineer (Lead) & Release Manager

January 2024 – July 2024

- Conducted requirement analysis for **Indigo Airlines'** payment revamp project, collaborating with stakeholders to translate business needs to technical specifications, delivering a centralized payment management system managing **100%** transactions.
- Led process optimization initiatives by analyzing release infrastructure pain points and implementing intelligent deployment systems, resulting in a **75% reduction** of manual monitoring efforts, improving release efficiency and reducing rollbacks.
- Gathered historical bug data and performed data analysis, creating **dashboards and visualizations** utilizing **Python** to identify patterns in bug categories, and implemented a **JIRA** based bug tracking system, leading to a **70%** reduction in bugs.
- Led cross-functional collaboration with Product, Engineering and Infrastructure teams to assess **business risks**, create roadmaps and establish strategies for weekly production releases across **28+** critical microservices.

Quality Analyst

July 2022 – January 2024

- Evaluated bottlenecks in manual testing and developed a BDD based **Test Automation Framework**, ensuring swift automated regression testing, improving accuracy and reducing QA cycle times by **50%**, accelerating releases to meet business demands.
- Managed end-to-end implementation and QA for Payment Forms project using **Agile**, collaborating with **7 teams** (Client, Program, Design, Backend, Frontend, Infrastructure and SecOps) to ensure successful merchant onboarding for **AMEX GBT**.
- Implemented an AB Testing system that compared error patterns across merchant – gateway combinations during staggered rollouts, enhancing anomaly detection, release reliability and reducing monitoring team size from **6 to 1** per release.
- Facilitated daily **scrum** meetings, tracking sprint progress, identifying and resolving blockers, ensuring on-time feature delivery.

Quality Analyst Intern

August 2021 – May 2022

- Managed software testing for backend APIs processing **11M** daily transactions for **200+** B2C businesses, ensuring **99%** uptime.
- Ensured **100% data integrity** in a Key-Value (KV) Redis system revamp project involving a drainer upgrade, achieving a **50%** reduction in database connections and improving system scalability to handle high-traffic payment operations.
- Analyzed business requirements and performed end-to-end **User Acceptance Testing** for Juspay's first Apple Pay Integration, supporting successful expansion of global merchants (Lenskart UAE, FirstCry UAE/KSA) into Middle Eastern markets.
- Created standardized **technical documentation** and **troubleshooting guides**, enabling support teams to debug and resolve recurring on-call issues, reducing escalations to backend teams by **56%**.

PrepBytes

March 2020 – September 2020

Campus Business Manager

Bengaluru, Karnataka

- Increased student engagement by **40%** by analyzing social media trends and implementing targeted marketing strategies.
- Enhanced brand visibility by curating guest lectures and interactive campus sessions that engaged over **500 students**.
- Optimized event planning by reducing no-show rates by **25%** through analysis of registration trends and tailored events.

TECHNICAL SKILLS

Python, SQL, Jenkins, Git, Postman, Grafana, Kibana, MS Project, JIRA, Confluence, Figma, Data Science Libraries (Pandas, NumPy, Matplotlib), Data Analysis & Visualization, A/B Testing, Project Planning, Risk Management, SDLC, Business Process Modeling.

ACADEMIC PROJECTS

Project Management- USC Housing Platform | MS Project, Figma, Draw.io, Jira: Developed a Project Plan complete with a comprehensive requirement analysis, budget planning, risk mitigation and contingency planning for a mobile application designed to support USC students with reliable accommodation options backed by verified reviews.

Exploratory Data Analysis (EDA)- Covid-19 Impact Study (USA) | Databricks, Spark, Python: Collected and pre-processed data from NYTimes Covid-19 dataset and USA Covid-19 Vaccinations dataset, analyzing state wise infection and fatality trends to establish a correlation between the decline in infection numbers with the increase in vaccination efforts in 2021.

EXTRA CURRICULAR ACTIVITIES

Data Staff | Daily Trojan, University of Southern California: Collected, analyzed and visualized historical print frequency data of student publications nationwide to assess the decline of printed college newspapers and explore **digital transformation** strategies.

Student Placement Coordinator | Placement Office, CMR Institute of Technology: Coordinated campus recruitment drives for leading tech companies, working closely with recruiters, managing interview scheduling and document handling for **700+** students.

AWARDS & ACHIEVEMENTS

- Guinness World Records:** "Most participants in an online computer programming lesson within 24 hours".
- Featured in college magazine for "Gas, Alcohol, and Smoke Detector", recognized as a top first-year project.