

Renukadevi Chuppala

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Staff Software Engineer

Hands-on Software Engineer with extensive experience in designing, implementing, and leading highly scalable microservices and high-performance server-side applications using Java and J2EE technologies. Skilled in creating robust and efficient RESTful APIs to support diverse business needs. Demonstrated expertise in applying object-oriented design (OOAD) principles and leveraging design patterns to deliver innovative and reliable software solutions. Proficient in building and optimizing CI/CD pipelines, containerization with Docker, orchestration using Kubernetes, and implementing cloud-native solutions to ensure seamless deployment and scalability. Experienced in integrating security tools (SAST, DAST, dependency scanning) into CI/CD workflows and supporting SOX-compliant development practices across enterprise systems. Proven track record in technical leadership, mentoring high-performing engineering teams, and driving cross-departmental alignment.

TECHNICAL STRENGTHS

Languages & Frameworks:	Java, J2EE, Spring Boot, Spring MVC, JPA, Hibernate
Architecture & APIs:	REST, SOAP, Microservices, Event-Driven Architecture, OOAD, Design Patterns
Cloud & DevOps:	AWS, Docker, Kubernetes, Maven, Git, Jenkins, CI/CD
Data & Messaging:	Oracle, MySQL, BigQuery, BigTable, DynamoDB, MongoDB, Kafka, Redis
Security & Observability:	Splunk, Dynatrace, Amplitude, SonarQube, Snyk, OWASP ZAP
AI Tools:	ChatGPT, Claude, Prompt Engineering

PROFESSIONAL EXPERIENCE

PayPal, San Jose, CA

Staff Software Engineer | Jan 2025 – Current

- Defined the end-to-end architecture and implemented an optimized NTPP BNPL onboarding flow, enabling new PayPal users to select Pay Now or Pay Later earlier in checkout while reducing duplicate data entry.
- Built intent-based routing for Pay in Full, Pay in 4, Pay Monthly, manual-input, and pre-fill onboarding treatments, including fallback paths to return declined, errored, or ineligible users back to Pay in Full checkout.
- Integrated Credit Offers, Credit Risk, Prove, Spinwheel, OAS, Identity, and onboarding services to support BNPL eligibility checks, OTP verification, pre-fill, underwriting triggers, approval/decline handling, and adverse-action flows.
- Developed a Kafka-based FOI integration event pipeline using CloudEvents, credit risk event gateway, reactive Kafka consumers, and product-specific mappers to capture and process prospect evaluation and credit risk decision events.
- Implemented BigQuery and BigTable persistence for FOI and credit risk analytics, enabling downstream reporting, operational investigation, traceability, and decisioning analysis across BNPL and credit risk flows.
- Designed a BigQuery semi-structured table and structured-view pattern to retain full vendor risk responses while exposing key decisioning fields such as rule decisions, evaluation reasons, trust scores, identity reason codes, trace IDs, and encrypted PII.
- Drove platform improvements to simplify service integrations, reduce technical debt, and improve long-term maintainability across BNPL onboarding workflows.
- Coordinated cross-functional delivery across checkout, onboarding, credit risk, identity, and data platform teams to align implementation, testing, release planning, and defect resolution.
- Established observability and debugging practices using trace IDs, structured logs, and downstream analytics to support issue investigation across BNPL and credit risk workflows.

Western Union Financial Services, San Francisco, CA**Staff Software Engineer | Aug 2022 – Dec 2024**

- Designed and implemented Spring Boot REST APIs for Channel Services, enabling secure and scalable customer onboarding and authentication across web, mobile, and partner platforms.
- Migrated Forgot/Reset Password flows from a monolithic system to microservices, replacing legacy Oracle-based security questions with Ping-based OTP authentication.
- Implemented State Token and token validation patterns across onboarding microservices to maintain secure session continuity, enforce step-by-step flows, and reduce unauthorized access risk.
- Built onboarding microservices for region-specific KYC flows, regulatory variations, and country-specific onboarding rules using feature flag-based configuration.
- Integrated third-party KYC providers for ID, address, OCR, and biometric verification, including retries, SLA handling, and error normalization for resilient integrations.
- Built and deployed backend services on AWS using EC2, ECS/EKS, S3, DynamoDB, and CloudWatch for high-volume money movement and onboarding flows.
- Implemented Kafka and DynamoDB Streams-based event-driven patterns to decouple onboarding workflows, improve resilience, and keep downstream systems updated near real time.
- Delivered Splunk dashboards, troubleshooting guides, and production support playbooks to improve visibility, incident triage, and engineering support.
- Led a cross-functional backend engineering team across the U.S. and India to plan, design, and deliver high-quality features using Agile Scrum.

ETRADE Financial Services LLC, Menlo Park, CA**Sr Software Engineer | July 2015 – Aug 2022**

- Engineered RESTful APIs for the Order Ticket system, enabling seamless support for multiple asset types including stocks, ETFs, and options, and enhancing trading flexibility.
- Designed and implemented robust RESTful APIs for the Option Exercise Tool, improving execution accuracy and reducing response time by 30% through optimized request handling.
- Built scalable, low-latency services for core Option Tools like Option Analyzer, Probability Calculator, and Option Chains supporting real-time market analysis and high user concurrency.
- Collaborated closely with product managers, QA engineers, and frontend engineers to refine requirements, improve UX, and ensure testability across service layers.
- Built a centralized security compliance dashboard using SonarQube and Snyk APIs, enhancing SOX audit readiness and improving visibility and accountability across all engineering teams.
- Championed unit and integration test coverage using JUnit and Mockito, resulting in more than 85% coverage and significantly reducing production defects.
- Led a team of software engineers to plan, prioritize, and deliver high-quality features using Agile Scrum methodology, ensuring consistent velocity and timely sprint deliveries.

CISCO SYSTEMS Inc., San Jose, US**Software Consultant | December 2013 – June 2015**

- Designed and developed a streaming provisioning interface using Spring MVC, JPA, Hibernate, and RESTful web services.
- Developed APIs to integrate with cloud-based licensing platforms for software license generation and revenue recognition workflows.
- Built APIs for software and hardware order processing and implemented Quartz jobs for event-based processing.
- Used AWS S3 to store generated license files and related artifacts.

EDUCATION

- Master of Technology in **Computer Science and Engineering**
Jawaharlal Nehru Technological University (JNTU), India.
- Bachelor of Technology in **Computer Science and Engineering**
Sri Krishnadevaraya University, India.