

Jhan Perera

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A seasoned Software Engineer with proven expertise in payment systems and fraud mitigation, most notably at Amazon, where initiatives resulted in significant fraud rate reductions and savings of over \$400 million. Demonstrated proficiency in backend development, combined with a knack for optimizing processes and user experiences. A collaborative leader, adept at mentoring, with a history of delivering tailored solutions in both corporate and freelance settings.

PROFESSIONAL EXPERIENCE

AMAZON

Software Development Engineer

Vancouver, Canada

July 2017 - Present

- **Real-time Card Verification API:** Spearheaded the design and implementation of Amazon's inaugural real-time credit and debit card number and CVV/CVC verification API, yielding USD \$400 million in savings and slashing fraud rates by 30-40%.
- **3D-Secure Integration:** Architected and rolled out the 3D-Secure feature for Amazon's retail platform, averting over USD \$100 million in fraudulent transactions in 2022.
- **Amazon Turkey Payment Processor:** Pioneered the payment processor for Amazon Turkey's 2020 retail website debut, crafting a bespoke payment experience for Turkish customers. Flawlessly handled > 10,000 transactions in the inaugural week, raking in > \$100,000 in sales.
- **Localized Payment Methods:** Launched diverse payment avenues across various retail sites, enriching the user experience with localized payment options.
- **Tier-1 Service Enhancement:** Optimized a pivotal service for Amazon's EU and NA retail websites that addressed Payment Multi-Factor Authentication (MFA) scenarios. Revolutionized the Continuous Deployment (CD) pipeline, slashing deployment duration from 4-5 days to under 24 hours. Instituted comprehensive integration, functionality, and resilience tests, consistently meeting Amazon's resiliency standards for peak events.
- **Operational Review Leadership:** Instituted and oversaw an Operational Review Process, streamlining tasks such as software upgrades, security risk mitigation, and general maintenance. The revamped process curtailed the team's on-call workload by half by evenly allocating operational tasks.
- **Stakeholder Collaboration:** Forged strong partnerships with stakeholders, product managers, and program managers, leading design sessions and crystallizing requirements to ensure customer-centric product development.
- **Software Development Expertise:** Masterfully developed top-tier back-end software leveraging Java, Kotlin, and Service-oriented Architecture, emphasizing contemporary coding practices within an agile framework.

YORK UNIVERSITY

Computer Service Advisor

Toronto, Canada

May 2015 - September 2017

- **System Automation:** Engineered and implemented a scheduling system for Classroom Operations which served 100+ classrooms a night, automating the assignment of 10 part-time staff each shift, and achieving a 95% reduction in schedule generation time for shift managers.
- **Frontline Technical Support:** Assisted over 500 students and faculty monthly with login, wifi, and general computer needs, maintaining a 95% satisfaction rating.
- **Documentation & SOP Enhancement:** Collaborated with 10+ full-time IT staff to refine and update over 50 pages of internal documentation and standard operating procedures (SOPs), leading to a 15% faster ticket remediation process.
- **Incident Management:** Managed an average of 100 tickets monthly using Remedy Ticketing; resolved 85% of common IT issues within the first 24 hours through email, phone and live chat support.

FREELANCING

Software Developer

Toronto, Canada

July 2016 - July 2017

- **Versatile Software Engineering:** Delivered custom iOS, Android, and web solutions for various student clubs, collaborating in weekly face-to-face interactions to gather requirements, draft prototypes, and showcase new feature demos.
- **Enactus App Development:** Developed and published an Android app for Enactus @ York, providing financial literacy resources for approximately 100 students in its pilot semester. The app received close to 90% positive feedback, prompting a subsequent port to a web platform to enhance accessibility.
- **Hackathon Web Page Creation:** Designed and implemented the "Hack Lassonde" webpage in 2016, featuring sign-up capabilities, live updates, Twitter integration, and email list registration. The platform successfully attracted over 15 teams, leading to the participation of 50+ York students in the event

EDUCATION

YORK UNIVERSITY

Bachelor of Science in Computer Science

Toronto, Canada

April 2017

SKILLS

- **Programming Paradigms:** Object-Oriented Programming (OOP), Service Oriented Architecture (SOA)
- **Backend Development:** Java, Kotlin, Python, Service Oriented Architecture (SOA)
- **Payments Systems:** Building checkout and payment systems at scale, Integration with 3rd party payment processors and gateways, Evolving multi-tenant payments platforms with industry trends
- **Fraud Mitigation:** Implementing fraud mitigations for payment systems
- **Mentorship:** Guiding and training junior developers and team members. Provide constructive feedback to grow individuals in