Vikram Thalithaje

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👤 Profile

Technical Analyst with a software engineering background, currently working at Cloudmore on platform feature analysis, API integrations, and data-driven insights to support product development. Experienced in collaborating with engineering, product, and support teams to investigate technical issues and improve platform reliability.

💼 Professional Experience

Cloudmore
Technical Analyst
02/2024 – Present | Tallinn, Estonia

•**Perform Technical Analysis**: Conduct technical analysis for new platform features, evaluating feasibility, system impact, and integration dependencies across internal services and external APIs.

•**Platform Utilization Analysis:** Perform platform utilization analysis using SQL and Kibana to compare broker usage patterns against Microsoft Partner Center data, generating insights that support product and operational decision-making.

•**Revamped the knowledge base:** Revamped the internal knowledge base by reorganising technical documentation and workflows, improving accessibility for engineering and support teams and reducing resolution time.

•**ISMS & ISO 27001 Compliance**: Contributed to Cloudmore's ISMS and ISO 27001 compliance initiatives through risk assessments, policy documentation, and internal audit activities that supported successful certification.

•**Conducted Cloudmore's internal ISO 27001 audit**: Reviewing ISMS effectiveness, identifying non-conformities and improvement actions, and preparing the organisation for the external surveillance audit.

•**Dependabot & Jira Integration**: Designed and implemented an automated integration between Dependabot and Jira that converts vulnerability alerts into actionable issue tickets, streamlining security response and reducing manual triage effort.

•**AI Assisted Troubleshooting**: Leverage AI-assisted tools such as Claude and Codex to accelerate scripting, debugging, and log analysis during feature analysis and technical investigations.

•**Technical Escalation & Issue Investigation:** Serve as the first technical escalation point for customer support teams when complex platform or integration issues arise, investigating root causes across APIs, logs, and system behaviour to enable faster issue resolution.

Camp K12
Software Engineer – Product & Ops Tools
01/2022 – 06/2023 | Gurgaon, India

•**Led Student Demo Booking Flow Redesign and Migration**: Redesigned the student demo booking flow to improve usability and operational efficiency, helping increase demo conversions. Also migrated the service from NodeJS to Go, improving system performance, scalability, and resource efficiency.

•**Implemented AWS WAF for Enhanced Security**: Implemented AWS Web Application Firewall (WAF) to strengthen application security and protect platform infrastructure from malicious traffic.

💼 Product Work

NoFluff AI | Personal Project
https://www.nofluff.space/
- AI-powered tool that summarises long-form LinkedIn posts into concise, high-signal insights

🧠 Skills

SQL

JavaScript/NodeJS

Python

MongoDB

JIRA

UML Diagrams

Kibana

Postman

Claude

Codex

🎓 Education

Estonian Business School
MBA
Tallinn, Estonia

Manipal Academy of Higher Education
Master of Engineering
Manipal, India

- **AWS Lambda Service Monitoring Tool**: Developed a real-time monitoring tool using AWS Lambda that enabled rapid detection of service failures and improved operational visibility across backend services.

Fitternity

Software Engineer – Product Integrations

01/2020 – 12/2021 | Mumbai, India

- **Key Stakeholder for CRM Technology Integration (BYG)**: Served as a key stakeholder in the integration of the BYG CRM platform after acquisition, coordinating technical implementation and ensuring smooth system integration.
- **Dashboard Development for Partner Management**: Led development of a partner management dashboard enabling partners to track bookings, attendance, and revenue, improving operational transparency and partner engagement.
- **API Crash Analysis Dashboard**: Developed an API crash analysis dashboard that provided backend teams with insights into failure patterns, supporting faster debugging and system reliability improvements.

Kaam 24

Backend Developer

05/2019 – 12/2019 | New Delhi, India

- **Facebook Chatbot Development**: Designed and built a rule-based Facebook chatbot, resulting in a remarkable 30% increase in user registrations. The chatbot also significantly reduced manual effort, improving operational efficiency.
- **Scheduled Notification System**: Developed and implemented a scheduled notification mechanism using Firebase, leading to increased user interaction and retention. Conducted A/B testing on notification messages to optimize engagement rates. Additionally, automated report generation to streamline data analysis processes.

Applied Cognition Systems Pvt Ltd

Software Engineer

06/2016 – 04/2019 | Manipal, India

- **Medication Reminder and Tracking Module**: Successfully implemented a medication reminder and tracking module, simplifying patient monitoring processes. This solution improved patient adherence to medication regimens and enhanced overall healthcare outcomes.
- **Centralized Drug Database**: Designed and implemented a centralized drug database for a pharmacy supply chain management solution. This database streamlined inventory management, procurement, and distribution processes, optimizing efficiency and reducing costs.

SJC Institute of Technology
Bachelor of Engineering
Bangalore, India

🌐 Languages

- English
- Estonian A2

🏠 Volunteering

Global Agile Summit - Tallinn
05/2025

Agile Estonia
Volunteer at Agile Saturday
2025