

SUMMARY

Backend Engineer and Tech Lead with 7+ years of experience building scalable, low-latency **distributed systems** across e-commerce, ads, fintech, and government platforms. Strong track record in leading sale-critical backend changes, improving reliability, designing **reusable engineering platforms**, optimizing infrastructure cost, and applying **AI/testing automation** to business problems.

EXPERIENCE

- **Myntra** | Tech Lead | 2024-11: Present

Team: OMS (Order Management) & CC-CX (Customer Care & Customer Experience)

- Led **Upfront Warehouse Assignment**, moving warehouse assignment from async post-order processing to checkout within Order Taking Service. Authored the LLD and rollout plan across exchange, swap, cancellation, retry, and async flows; delivered the cross-team change with zero regression, reducing on-hold/unfulfillable orders by ~85–90%, stabilizing 6K–8K+ orders/min during Sale, and saving ~₹1 Cr per major sale.
- Designed **Meera Voicebot** architecture for AI-powered customer-support calls, covering WebSocket-to-WebRTC media flow, **LiveKit sessions**, **STT/TTS**, **multi-agent orchestration**, SOP execution, **MCP tool calls**, caching, and observability.
- Delivered **Project Key / GTA logistics charge model** under an aggressive ~15-day timeline, introducing parent-child charge handling across order, cancellation, return, and refund flows. Enabled logistics charge separation and contributed to ₹60 Cr annual tax savings with near-zero production issues.
- Designed a reusable **Component Test Suite** for Spring Framework and Spring Boot services, enabling repeatable validation of APIs, DB state, Kafka events, and external dependencies using real Spring wiring, embedded infrastructure, mocks, and **JSON DSL**.
- Led **Doorstep Refund Delay Stabilization** across multiple services and teams; identified root causes of stuck and delayed refunds, and designed controlled sequencing, bounded retries, auto-reconciliation, and failure-visibility improvements to reduce refund latency.
- Built a **Gemini Vision POC** for wrong-product detection by comparing customer images, packing videos, and catalog images, validating feasibility with ~70% **baseline accuracy**.
- Act as a **go-to reviewer and domain expert** across order lifecycle and CC-CX flows, mentoring engineers through design reviews, PR feedback, debugging, and sale-critical delivery planning.

- **Paytm** | Senior Software Engineer | 2021-09: 2024-11

Team: Paytm Ads

- Contributed to building the **Paytm Ads Platform from scratch**, supporting high-throughput, low-latency ad serving across banners, scratch cards, video ads, and audio ads.
- Led **RTCS (Real-Time Campaign Selection)**, designing a low-latency ad-selection engine using historical and ML-predicted campaign data. Achieved **single-digit millisecond latency** while handling up to 20K RPS.
- Built a **strategy-pattern-based traffic-splitting framework** to safely route production traffic across multiple campaign-selection algorithms, enabling controlled experimentation and performance comparison.
- Led cloud and infrastructure cost-optimization initiatives by adopting open-source and self-managed systems, contributing to ~40% **overall platform cost reduction**.

- Led Redis migration POCs and helped move a large portion of Paytm Ads Redis usage to self-managed Redis, reducing managed-cache dependency and improving infrastructure efficiency.
 - Redesigned **pacing calculation** for fast-serving campaigns, reducing campaign overspending issues by ~90% and improving budget-control accuracy.
 - Designed and implemented APIs for an internal workflow-management portal, improving approval workflows, access control, email notifications, and revenue calculation processes.
 - Created **@DruidQuery**, a custom annotation to execute Apache Druid queries via REST APIs while providing a Spring Data JPA-like developer experience for analytics use cases.
 - Contributed to a generic DIY data-engineering platform for connecting sources and sinks with configurable query-based transformations.
 - Migrated selected services from Scala/Akka to Java/Spring Boot and owned multiple core ads microservices responsible for budget spend, pacing, performance calculation, alerting, and on-call support.
- **Tata Consultancy Services | Software Engineer | 2019-06: 2021-09**
 - Project: Invest India / National Single Window System**
 - Developed Spring Boot microservices and integrations with Indian ministries using REST APIs, Kafka, MongoDB, MySQL, AWS EKS, Zuul Gateway, and Eureka.
 - Project: E-Filing**
 - Developed Java utilities and real-time validation flows for Income Tax Return processing using Java, Hibernate/JPA, and Oracle.

SKILLS

- **Backend & Architecture:** Java, Scala, Spring Boot, Hibernate, REST APIs, Microservices, Distributed Systems, System Design, Design Patterns
- **Data & Messaging:** Kafka, Redis, MySQL, PostgreSQL, MongoDB, DynamoDB, Elasticsearch
- **Cloud, DevOps & Observability:** AWS, Docker, Kubernetes, CI/CD, Git, Grafana, Prometheus
- **Testing & Reliability:** JUnit, Mockito, WireMock, Component Testing, Testing Automation
- **AI & Voice Automation:** LLM Integration, Prompt Engineering, Multi-Agent Systems, STT/TTS Pipelines, MCP Tool Integration, LiveKit, WebRTC

EDUCATION

- **Birla Vishvakarma Mahavidyalaya : (2015-07: 2019-05)**
Bachelor of Technology in Computer Engineering: CGPA - 7.12

ACHIEVEMENTS

- Promoted to **Tech Lead** at Myntra.
- Received **3 Quarterly Awards** at Myntra within the first year.
- Featured in Myntra's internal **AIM HIGH** stories for sale-critical execution.
- Team finished among the **Top 20 teams in HackerRamp 2025**.
- Promoted to **Senior Software Engineer** at Paytm.
- Received the **Rising Star Award** and **Rockstar Award** while working at Paytm.
- Received **The Star Team** and **The Best Team** award at TCS.
- Decoration Head in Udaan-2k19, technical fiesta of BVM.