

SHASHANK H R

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SUMMARY

Back-end Software Engineer with **2+ years of experience** building and scaling **Java** and **Spring Boot microservices**, distributed systems, data pipelines, and **AI/LLM applications** for B2B SaaS and Conversational AI platforms. Experienced in owning features end-to-end across design, development, testing, deployment, and production troubleshooting.

PROFESSIONAL EXPERIENCE

Software Engineer

Jul 2024 - Present

Engati

Bangalore, India

- Engineered an **AI-powered code review agent** integrating **GitLab MR diffs**, **token-budget preprocessing**, **LLM-generated feedback**, and **Slack-triggered workflows**; adopted by **~20 developers** and reduced review effort from **~2 hours** to **~30 minutes per developer**.
- Designed a **fault-tolerant auto-retry framework** for third-party API integrations including **LeadSquared** and **MoEngage** using **Redis**, **MongoDB**, and **RabbitMQ with trackerId-based correlation**, supporting **~2M API triggers/day** and **50K–100K retries/day**, peaking at **~300K–400K/day** for Meta delivery failures.
- Architected the **RCS Billing Ingestion Pipeline**, routing webhooks through **Kafka (LZ4)** to **AWS S3** and aggregating data through **Spark** by botRef, customerId, and metric type.
- Remediated a critical **FastAPI memory leak** caused by string concatenation in an embedding loop, cutting peak scheduler memory from **2.5 GB** to **~1 GB**.
- Established a **sandbox testing environment** using **Nginx rerouting**, enabling production-isolated internal and partner testing for **40–50 active users** across engineering, FDE, and support.

Software Engineer Intern

Jan 2024 - Jun 2024

Engati

Bangalore, India

- Developed an **end-to-end lead capture and re-engagement workflow** for e-commerce, capturing leads through CTA popups and triggering abandoned-cart messaging flows for automated outreach to high-intent users.
- Strengthened **order validation and customer identity verification logic** with senior engineers, improving processing reliability across internal operations workflows.

SKILLS

Programming Languages: Java, Python, SQL

Backend: Spring Boot, REST APIs, Microservices Architecture

Messaging & Caching: Apache Kafka, RabbitMQ, Redis

Data Engineering: Apache Spark, Apache Iceberg, Maxwell, Change Data Capture (CDC)

Databases & Search: MongoDB, MySQL, Elasticsearch

Cloud & Infrastructure: AWS S3, Docker, Nginx, Jenkins, Git, CI/CD

AI & LLM: LLM-based Applications, AI Agents, Runtime Python Tool Calls

Frontend: React

PROJECTS

ZoomCart – Smartphone E-commerce Platform

- Built a full-stack smartphone e-commerce platform using **Spring Boot microservices** and **React**, with secure inter-service **REST APIs** for product, order, and user workflows.
- Implemented **Elasticsearch** for product search and optimized query execution, reducing search latency by **40%**.

Real-Time Data Integration Pipeline

- Built a **Change Data Capture (CDC)** pipeline using **Maxwell** and **Docker** to stream MySQL binlogs into **Apache Kafka** for real-time data ingestion.
- Developed **Spark** processing jobs to write partitioned **Apache Iceberg** tables, improving downstream query performance by **35%**.

CORE COMPETENCIES

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|---|--|
| • Back-End Software Engineering | • Microservices & Distributed Systems |
| • System Design & Architecture | • REST API & Third-Party Integration |
| • Event-Driven Architecture & Messaging | • Performance & Database Optimization |
| • Data Pipeline Development | • Production Incident & Reliability Management |
| • CI/CD, Code Reviews & Agile Development | • Distributed Systems Troubleshooting |

ACHIEVEMENTS

Always at 110% – Employee of the Month, Engati.

Received a **company award** for the **AI-powered code review agent**, adopted as the engineering team's default asynchronous review workflow.

EDUCATION & CERTIFICATIONS

B.E. in Information Science, JSS Science and Technology University, Mysuru | CGPA: **9.47/10.0**

2020 - 2024

MongoDB Associate Developer, MongoDB Inc.

credly.com/badges/9dcb0453-4c7e-43b2-94e9-33017a70c617