

Engineering Leader – Backend Platforms / Distributed Systems

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Professional Summary - Highlights

- 12+ years in software engineering with recent engineering leadership roles delivering API-first, high-availability backend platforms across Telecom, SaaS, EdTech, and financial domains.
- Lead and develop engineering teams (10–15 members), driving delivery ownership, engineering standards, and operational excellence through mentorship, design reviews, and coaching.
- Architect and scale microservices and orchestration layers using Java/Spring Boot with depth in event-driven systems, performance tuning, and reliability engineering.
- Delivered measurable outcomes: cut launch cycle time for new lead/campaign capture journeys (in-house Survey Builder & Viewer) from 3–4 weeks to 2–3 days; reduced p99 latency by 25% for critical APIs; sustained 99.9% availability through observability-led operations.
- Strong stakeholder engagement: translate business objectives into technical roadmaps, align cross-functional teams, and deliver predictable execution under tight timelines.

Core Competencies

- **Leadership:** Engineering Ownership, Team Development (1:1s, Mentorship), Roadmap Planning, Stakeholder Management, Delivery Excellence
- **Architecture:** Scalable Microservices, Event-Driven Design (Kafka), Orchestration Layers, API-First Platforms, Performance Tuning
- **Backend Technologies:** Java 11+, Spring Boot, REST APIs, Concurrency, Hibernate, PostgreSQL, Oracle DB
- **Cloud & DevOps:** AWS (EKS, Lambda, Elastic Beanstalk), GCP, GitLab CI/CD, Dynatrace, ELK, Observability & Incident Practices

Experience

British Telecom (BT Group), Bengaluru, India | API Engineering Lead | Mar 2024 – Present

- Direct end-to-end API engineering for the EE app ecosystem, owning high-traffic orchestration layers supporting millions of customer interactions.
- Architected real-time interaction APIs using Kafka to enable near real-time personalization and engagement analytics across downstream systems.
- Engineered a dynamic Survey Builder backend platform, reducing time-to-market for lead-capture journeys by 40% while improving data quality and configurability.
- Implemented observability and operational guardrails using Dynatrace and ELK; improved incident response (MTTR) and sustained 99.9% platform availability.
- Coaching a squad of 10+ engineers; successfully mentored two senior engineers into technical lead roles through structured growth planning, established standards for design reviews, pair programming, CI/CD quality gates, and release readiness.
- Driving the Managed Service Provider (MSP) hiring strategy, defining technical bars and evaluation frameworks to scale engineering capacity effectively.

Data Template Infotech Pvt Ltd, Bengaluru, India | Associate Technical Manager | Apr 2023 – Mar 2024

- Led a 15-member cross-functional team (frontend/backend) delivering iFlight Neo, a mission-critical airline crew management platform used by global carriers.
- Owned architecture and delivery of Roster History and Calendar modules, transforming complex audit trails into high-performance operational views.
- Optimized backend API transformations and SQL execution, achieving a 25% reduction in p99 latency for critical endpoints.

- Owned full-cycle delivery: sprint planning, architectural governance, stakeholder alignment, and production readiness for 24×7 operational workflows.

Parakh Online Pvt Ltd, Remote, India | Senior Technical Program Manager | Oct 2021 – Dec 2022

- Steered engineering for a startup LMS platform; delivered a 0-to-1 MVP of 4 integrated applications within a strict 90-day timeline to secure early adoption.
- Integrated AWS Rekognition for automated proctoring and identity verification to strengthen exam integrity for high concurrency.
- Orchestrated backend services using Java, Spring Boot, and Firebase; owned technical roadmap execution and cross-functional delivery cadence.

Oracle, Bengaluru, India | Senior Member of Technical Staff | Jan 2018 – Sep 2021

- Designed and delivered the Direct Load feature in Oracle FDMEE, improving enterprise-scale financial data ingestion pipelines.
- Built high-throughput REST agents using Java concurrency and Oracle DB for Hyperion EPM suite integrations supporting large-scale enterprise workflows.
- Partnered with global architecture and compliance stakeholders to meet enterprise security standards and regulatory requirements.

Deloitte Consulting India Pvt Ltd, Hyderabad, India | Technology Consultant / Java Developer | Jun 2012 – May 2017

- Evolved into SME for FAST4J, a proprietary ORM framework used in large-scale US Government Medicaid systems.
- Delivered backend services for Medicaid eligibility and claims processing across multiple US states, supporting critical public sector workflows.
- Recognized with multiple awards for engineering quality and delivery excellence on complex integrations under aggressive deadlines.

Education

PES University | Bachelor of Engineering (Telecommunications) | 2008 – 2012 | CGPA: 7.57

Certifications & Honors

- Certifications: Oracle Certified Java Programmer; HL7 2.7 Control Specialist
- Awards: 2× Public Sector Star Awards; 5× Applause Awards; 3× Spot Awards (technical excellence & impact)