

# SATISH KUMAR

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## SUMMARY

Backend Engineer with over 6 years of experience in designing and building scalable, high-throughput software solutions using Node.js. Strong background in microservices architecture, distributed systems, and system design. Own critical backend infrastructure handling millions of transactions per day. IIT Roorkee graduate.

## TECHNICAL SKILLS

**Languages and Frameworks:** Node.js, NestJS, Express, TypeScript, JavaScript, Vue.js, Java, C++

**Databases:** PostgreSQL, MongoDB, MySQL, Elasticsearch, Firestore, Redis, BigQuery

**Technologies:** GCP (Pub/Sub, Cloud Functions), AWS, Azure, Kafka, Grafana, Kibana, Docker, Git, Jenkins

**Specialization:** Distributed Systems, Microservices, API Design, Concurrency, Caching, Rate Limiting, Observability

## WORK EXPERIENCE

### HighLevel India Pvt. Ltd.

Noida

#### Software Engineer III

Sep 2024 – Present

Phone System (B2B SaaS CRM)

- Architected and scaled phone system infrastructure handling **2M+ outbound and 1M+ inbound calls** per day, with an average API load of 100+ TPS across voice calls, recordings, transcriptions, and billing systems.
- Led the team to engineer a **Power Dialer** replicating iPhone-like UX and develop backend APIs for voicemails, contacts, recents, and call redirection; decreased average call handling time by 20% and increased agent efficiency.
- Built a **Compliance Registration System** supporting CNAM, SHAKEN/STIR, and Voice Integrity to improve caller reputation and regulatory compliance.
- Implemented **Number Intelligence System** using Twilio Lookup APIs integrated with Nomorobo for spam detection and caller identification; enabled across voice calls and SMS, generating revenue through subscription.
- Improved reliability for high-volume voice calls handling **800K+** sub-accounts with strict latency and availability SLAs by offloading asynchronous operations to background workers and implementing robust retry mechanisms.

### Apollo 24|7 (Apollo Healthco Limited)

Gurugram

#### Senior Software Engineer

May 2022 – Sep 2024

- Architected and implemented payment-gateway-agnostic **Payment Service** from scratch, handling 100% payment requests across all verticals, powered by Juspay (PSP), with idempotent APIs and secure webhook processing.
- Led the team to migrate microservices dependencies and databases from **Microsoft Azure to Google Cloud Platform**, reducing monthly infrastructure cost by approximately 30%.
- Re-architected the **Consultation Service** handling 20K online appointments, 10K in-hospital visit appointments, and 100K+ internal appointment bookings per day.
- Engineered and scaled Kafka Consumers for **consultation booking** and doctor-approved prescription generation for 100K+ pharma orders daily.

#### Software Engineer

Oct 2020 – Apr 2022

- Designed and implemented **Doctor Service** managing availability and pricing for 15K doctors.
- Integrated **Elasticsearch** to improve doctor and specialty search relevance and response times.
- Built microservices including **API Gateway, Consults, and Doctors** services for admin portal managing approximately 15K doctors and 8K hospitals.

### MFine (Novocura Tech Health Pvt. Ltd.)

Bengaluru

#### Software Engineer

Jun 2019 – Sep 2020

- Developed APIs for Help and Support section and Rating System for mobile and web platforms.
- Implemented **dynamic video-call** module, reducing Android app size by approximately 30MB (15%).
- Integrated MFine with **PhonePe**, increasing daily consultation traffic by approximately 10%.

## EDUCATION

### Indian Institute of Technology, Roorkee

Uttarakhand, B.Tech, Electrical Engineering

Jun 2015 – May 2019

JNV Bengaluru (Urban), Bengaluru, Intermediate (CBSE), Percentage - 93.20 %

Apr 2013 – Mar 2015

## ACHIEVEMENTS

- Outstanding contributor of Apollo 24|7 migration from Microsoft Azure to Google Cloud Platform. Jul 2023
- Dakshana Annual Scholarship Exam coordinator for JEE / NEET aspirants. Dec 2015–Present