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 Java and 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: Java, Spring Boot, Node.js, NestJS, TypeScript, JavaScript, Python, C++
Databases: PostgreSQL, MySQL, MongoDB, 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 30 MB (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