# 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**. 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, 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)

- Designed 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.
- 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.
- Engineered **Power Dialer** replicating iPhone-like UX and developed backend APIs for voicemails, contacts, recents, and call redirection; decreased average call handling time by **20%** and increased agent efficiency.

### 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.
- 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.
- Migrated microservices and databases from **Microsoft Azure to Google Cloud Platform**, reducing monthly infrastructure cost by approximately 30%.

**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

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|---|---|
| **Indian Institute of Technology, Roorkee**, B.Tech, Electrical Engineering | Jun 2015 – May 2019 |
| **JNV Banglore (Urban)**, Bengaluru, Intermediate (CBSE), Percentage - 93.20 % | Apr 2013 – Mar 2015 |

## ACHIEVEMENTS

- Outstanding contributor of Apollo 24|7 migration from Azure to Google Cloud                          Jul 2023
- Dakshana Annual Scholarship Exam coordinator                                                 Dec 2015–Present