

# Anurag Gupta

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## Education

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**Indian Institute of Technology (Indian School of Mines) Dhanbad**

July 2017 - May 2021

B.Tech in Computer Science and Engineering

- **GPA:** 8.55 (Graduated with Distinction)
- **Coursework:** Data Structures, Computer Architecture, Computer Programming, Algorithm Design and Analysis, Advanced Algorithms, Theory of Computation, Combinatorics and Graph Theory

## Experience

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**Software Development Engineer 2, Payzapp (Zeta)**

August 2023 – Present

- Engineered and scaled distributed services for high-volume financial transactions, including digital passbook and alerting systems, handling over **2.2 million operations daily** with strong fault tolerance and observability.
- Designed and rolled out backend components for **Repeat Payment** and **UPI Transaction History**, resulting in a **20%+ increase** in user engagement and transaction throughput.
- Led full lifecycle development for the **Pixel Credit Card** backend—owning microservice design, secure integration, functional and load testing, and coordination with product, QA, and legal teams to ensure audit readiness and compliance.
- Launched a card logistics orchestration service integrating courier APIs and batch reconciliation flows, automating dispatch, delivery, and return tracking with minimal manual intervention.
- Achieved **sub-500 ms API latency** by leveraging concurrency models, optimizing I/O paths, and applying advanced caching strategies, contributing to over **99.9% service availability**.
- Established resilient incident handling procedures and proactive alert tuning, cutting critical production alerts by **80%+** and significantly improving on-call response effectiveness.
- Contributed to improving team velocity by driving code quality initiatives, enhancing CI/CD pipelines, and mentoring new joiners on backend architecture and domain-specific best practices.

**Software Engineer, Jio Pvt Ltd., Mumbai**

July 2021 – August 2023

- Architected and optimized backend services using **Java and Spring Boot**, delivering low-latency APIs for unified access to enterprise data across both legacy systems and cloud-native environments.
- Owned end-to-end lifecycle of a strategic internal analytics and dashboarding tool, driving feature development, containerized deployments, and onboarding initiatives across data engineering teams.
- Developed and enforced a comprehensive **CI/CD-integrated test automation suite**, ensuring consistent **90–100% code coverage** through rigorous unit, integration, and UI-level testing, which significantly reduced post-release defects.
- Orchestrated and deployed modular infrastructure in hybrid cloud setups, focusing on performance, security, and compliance with internal data governance policies.
- Worked cross-functionally with SREs, DevOps, and data platform teams to embed observability, logging, and monitoring in all critical services, improving mean time to recovery (MTTR) and overall service reliability.
- Documented best practices and mentored junior engineers on backend patterns, REST API design, testing strategy, and operational excellence to uplift team-wide technical standards.

## Technical Skills

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**Languages:** Java, C/C++, JavaScript, Python

**Backend:** Spring Boot, MySQL, Elastic Search, Redshift, Postgres, MongoDB

**Cloud Platforms:** AWS, GCP

**DevOps & Monitoring:** Kubernetes, Grafana, Prometheus, Kibana, Helm, CI/CD (Jenkins/GitHub Actions)