Archit Jain

Email: archiiitjaih@gmail.com
Mobile: +91-8107212111

Portfolio: architjain128.github.io
Github: github.com/Architjain128

EDUCATION

International Institute of Information Technology — Hyderabad, India
Bachelor of Technology - Computer Science and Technology; GPA: 8.21 — *July 2019 - June 2023*
Courses : Operating Systems, Data Structures, Distributed Systems, Design and Analysis of Software Systems, Statistical Methods in AI, Information Retrieval and Extraction, Advanced Computer Networks, Database and Application

SKILLS SUMMARY

- **Languages:** JAVA, C, C++, JavaScript, Python, C#, GO
- **Frameworks:** SpringBoot, NodeJS, React, NextJS, Redux, Express, Django, Flask, Opentelemetry Flutter
- **Databases:** MongoDb, Redis, MySQL
- **Technologies:** Kafka, Elasticsearch, Docker, Kubernetes

EXPERIENCE

Product Engineer - Sprinklr — July 2023 - Present
VoiceConnect, Sprinklr Service — *Gurugram, India*

- **High-Performance Telephony Platform**: Developed a customer-to-agent call system, efficiently handling **1M+ daily calls volume** with a highly scalable architecture.
- **Code Optimization & Performance Enhancements**: Increased concurrent **call capacity from 50 to 800+ per instance** by fixing memory leaks and optimizing CPU-intensive processes through proper nested locking, significantly improving system stability and efficiency.
- **Cost Reduction & Scalability**: Reduced MongoDB query load with indexing, integrated Redis caching, and automated scaling based on real-time traffic, leading to significant **infrastructure cost savings**.
- **Advanced Monitoring, Reporting & Automation**: Integrated Kafka and Elasticsearch for real-time monitoring, reporting, and alerting; collaborated on automated testing pipelines and stress testing for microservices.
- **Customer Success & Operational Excellence**: **Led new customer onboarding**, **resolved 80% of client issues on the same day**, ensuring platform stability, high availability, and seamless operations.

Software Development Engineer - Speedlegal — Dec 2022 - June 2023

- Designed and developed an AI-powered legal contract management platform using the **MERN stack** to analyze, manage, and share contracts across internal teams and external users.
- Contributed to platform development, focusing on **system architecture and database design**. Implemented key features like document parsing, editing, AI chatbot, automated summaries, and a structured file management system.
- Developed and deployed on-demand client features rapidly to meet business requirements efficiently.

Software Development Engineer Intern - JIO Platforms Ltd — May 2022 – July 2022

- **Built features** for a **React-based** healthcare platform, fixing production bugs, and refactoring code to enhance performance and user experience.
- Developed a Flutter mobile app with drag-and-drop functionality, custom component reordering, and complex graph rendering to predict and analyze the playing XI performance for a cricket match.
- Integrated Google Analytics to track user activities, creating custom events, dimensions, and reports based on business requirements.

PROJECTS

- **Job Portal** - React, MongoDB, Node, Express
  A platform where job recruiters can post the jobs and applicants can apply for it and allow recruiters to shortlist/reject/accept their application based on applicant's skills and uploaded resume and rate them according to their work.
- **Wikipedia Search Engine** - Python
  A scalable search and indexing engine for wikipedia dump, converts it to an inverted index of 1/5th of its size and further process the index to return top matching results for any search query based on tf-idf score. It also supports field queries.
- **Multithreading Simulation** - C
  Developed a simulation of vaccine production by multiple companies with varying effectiveness, supplying vaccines to different college campus zones on-demand to vaccinate randomly arriving students in real time.
- **Linux Shell** - C
  A command-line interface based on the Unix Bash shell. Supports multiple commands per line, signal handling, chained redirection, piping, foreground and background process.

ACHIEVEMENTS

- JEE Main 2019 - AIR 128
- JEE Advanced 2019 - AIR 2128
- Kick Start 2022 - 574th Rank

VOLUNTEER EXPERIENCE

- **Teaching Assistant - IIIT Hyderabad** - Teaching Assistant for Discrete Structure course.
- **Astronomy Club Coordinator - IIIT Hyderabad** - Organising and managing various club events.