

# AAYUSH AHUJA

## SOFTWARE DEVELOPMENT ENGINEER 3

Kormangala 1st Block, Bangalore | aayushahuja12@gmail.com | +91-88736-43965 | [LinkedIn](#) | [Github](#)

### SUMMARY

Results-driven SDE-3 with expertise in system design, distributed systems, and performance optimization. Skilled in architecting, developing, and improving complex software solutions. Passionate about solving challenges, mentoring engineers, and driving innovation to deliver impactful results.

### TECHNICAL PROFILE

**Programming languages** :- Java, Kotlin, C++14, Python, Shell

**Databases** :- SQL Server, MySQL, AzureSQL, Postgres

**Developer Tools** :- REST, IntelliJ, VS Code, Linear, Notion, GIT, GHA, Docker, Azure (as cloud service)

### PROFESSIONAL EXPERIENCE

#### Software Development Engineer 3, Udaan

Jan 2024 - Present

- Led development as the primary owner and POC of in-house telephony system to move away from Twilio as a telephony service provider (Reduced the cost from **50L per month to 4.5L per month**)  
Got awarded with Udaan-ke-Champions award in Q2 2024 for the same
- Streamlined the calling flow using open source SIP servers (Kamailio with RTP Engine) and call recordings using existing storage service. (Also **onboarded an SDE-1** on telephony systems by active mentoring and pair programming sessions)
- Containerized the whole solution on kubernetes and developed active monitoring using Homer and Helplify for the L1 team to **increase the FCRs by more than 300%** (~21% in Q1-24 to 65% in Q3-24)
- Enhanced the ECT (Escalations Controls Tower) flow by building the queueing system on the CS flow for callback intents based on language and skill preference matching to increase the efficiency of CS agents (**108 intents closure/day to 176 intents closure/day**)
- Integrated Udaan Wallet with returns system for near instant disbursals on refunds.
- Supporting Pricing team to build visibility for L1 and BizOps teams by building data points enriched consoles (using Github Copilot).

#### Software Development Engineer 2, Udaan

April 2022 - Jan 2024

- Secondary owner and POC for the entire Udaan Returns system along with an Architect.
- Driven the Quarterly Software Engineering Roadmap for entire 2023 by mainly focusing on system stability along with aligning the bandwidth on the Product Roadmap asks for business deliverables.
- Built the CS Agent's flow on the existing Outreach system for return creation and approval using Returns Ops team and thus **improved the returns completion rate by 13%** (from 72% to 85%).
- Improved the QC checkpoints flow in returns for Third Party vendors that **decreased the QC Failures by ~50%** (from 8.8% to 4.6%) by streamlining of legit QC checkpoints flow based on reason of the returns.
- Moved the entire returns fraud flagging and approval flow from cronjob based system to event driven system to **decrease the average return approval time from 6 mins to 10 seconds** (that included getting the fraud flag, approval and creation of a reverse pickup) using Azure Service Bus and EventProcessorFactory in Kotlin.
- Built the backend services for the Udaan Post Order Services to track orders/deliveries details, returns and credit information on the buyer app.
- Constantly increased System stability by improving on System Design and code quality to bring down System Degradations and on-call issues on Returns and Post-order backend service.

## Software Development Engineer, Udaan

July 2021 - March 2022

- **Migrated Udaan>Returns from a monolithic DB** to a returns specific one with implementing a geo redundant read-replica for separation of concerns for read and write queries (Also reduced cost of DB by 65% by optimizing for use-case based resource allotment)
- Refactored returns code to Onion Architecture to follow Domain-Driven Design and the Separation of Concerns that eventually helped in **reducing downtime during DB migration activity to under 30 mins**  
Got awarded with Udaan-Ke-Champions award in Q1 2022 for the same
- Reduced the build time on GHA from 32 mins to 8 mins by using parallel builds in different runners for unrelated components resulting in faster builds and deployments helping reducing on-calls avg time to solve for tech issues.
- Created multiple dashboards for developers on ADX using Kusto for enhancing developer experience inside the dev team
- Enhanced internal returns console(s) to enable the L1 and CS Leads team to resolve customer escalations around returns without (or limited) tech intervention

## Member of Technical Staff Intern, Nutanix

Jan 2021 - June 2021

- Refined the results in search feature to achieve a 7% increment in match-rate.
- Created a slackbot to integrate with JIRA Server to schedule automated custom notifications on slack.

## EDUCATION

### Integrated Masters of Technology (Dual Degree BTech + MTech)

2016 - 2021

Indian Institute of Technology (ISM) Dhanbad

- Major in Mathematics and Computing (CGPA - 7.89)
- Relevant Courses: Data Structures and Algorithms, Operating System, Object-Oriented Programming, Database Management Systems.

### Class XII

2016

Vyapar Mandal Sr Secondary School, CBSE, Pilibanga, Rajasthan

- Scored 86.8% in 12th Boards.

### Class X

2014

Vyapar Mandal Sr Secondary School, CBSE, Pilibanga, Rajasthan

- Scored 10 CGPA in 10th Boards.

## ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Punjabi.
- **Awards/Activities:** Udaan-Ke-Champions (twice in Q1-2022 and Q2-2024), multiple Kudos awards (for going above and beyond in project deliveries), Intel Student Innovator 2019 (Published 3 projects in Intel Student Developer Zone)
- **Extra Curriculars:** Professional Photographer ([Link](#)), Early Gaming and Vlogging channel ([Link](#)), Member of Cyberlabs (Science and Technology Council, IIT(ISM) Dhanbad), Winner of Inter Hostel Squash Tournament 2019 in IIT(ISM) Dhanbad, Skating and Skateboarding coach, Danhim (Roller Skating and Skateboarding, IIT(ISM) Dhanbad)