

# Gaurav Kumar

Software Engineer

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## PROFILE SUMMARY

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Dynamic Software Engineer with experience in both microservices and monolithic architectures. Proven ability to handle complex legacy codebases, execute successful migrations, and develop new microservices. Collaborated across teams to deliver scalable and reliable software solutions in diverse technical and cultural environments.

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## EDUCATION

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### Bachelor of Technology in Electronics and Communication Engineering

August 2019-May 2023

Sardar Vallabhbhai National Institute of Technology, Surat

Course(s): Deep Learning, Communication and Networks, C Programming / CGPA: 8.76 / [Grad Project Thesis](#)

## PROFESSIONAL EXPERIENCE

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### Merpay / Mercari Group - Backend Engineer

October 2023 – Present

- Spearheaded multiple projects that enhanced Customer Support Tools, leading to a reduction in Average Handling Time (AHT) by over **50 hours per month**.
- Planned and implemented multiple migrations to reduce tech debt and to adopt company-wide policies. This involved changes to client infra, **gateway** (auth token), client-side stack, as well as on the **GraphQL** layer.
- Extended the Japanese search to Traditional Chinese (zhTW), enhancing the Help Center's article search capabilities.
- Discovered and **mitigated potential Personal Information Leakage** within the organization, and also worked on additional Security improvement tasks within the service.
- Analyzed and implemented cost-reduction strategies, cutting infrastructure expenses by **approximately 66%** by migrating a redundant batch job to a pub-sub model and optimizing CPU and pod configurations.

### ChargeBee - Site Reliability Engineering Intern

Jan 2023 – July 2023

- Performed infrastructure cost estimation and development of a tool to reduce false/duplicate **cloudwatch** alarms by **40%**.
- Contributed to the initial design phase of SRE tool to provision read-replicas (auto-shard) on 70% memory utilization.
- Handled DML query execution requests received by the SRE team, performing query analysis in the dev environment (~5 per day).

### Gojek (GoTo Group) - Software Engineering Intern

June 2021 – October 2021 & Feb 2022 - July 2022

- Worked in Data Platform developing [Meteor](#) to handle metadata collection across **petabytes** of data received per day in multiple kinds (>5) of data sources at Gojek. ([Company Blog article](#))

## PROJECT(S)

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### Finance Tracker ([GitHub Repo Link](#))

- Led a hackathon team of 4 to develop a React-Native app for personal finance and expense management.
  - Added receipt scanning functionality on GCP-based OCR and an ML model for category classification (~71% acc.).
  - Integrated OCR and ML model using Flask backend, and user model using MERN stack.
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## TECHNICAL SKILLS

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- **Program Languages:** Golang, Java, Python, and NodeJS
- **Development Technologies:** SQL (Postgres, Spanner, MySQL), Elasticsearch, BigQuery, Flask, Vue.js, React, GCP, AWS, Kubernetes, Terraform.

## ACHIEVEMENTS

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- **ode2code:** In a coding + quiz competition, [ranked 6th](#) among 17K participants.
- **Hackathons:** Won prizes in [Hack Dotslash](#), [Charge Up \(Chargebee\)](#), Code For Good (by JP Morgan Chase)