

Lavdeep Singh

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EXPERIENCE

Juspay

Bengaluru

Backend Engineer

09/2022 - Present

- Designed and developed a Process Tracker system, optimising workflow scheduling and horizontal scaling with near-instant retries using streams, **improving transaction status update time by 90%**.
- Designed and developed an **Automation Engine** that enables the creation and management of automated workflows, providing flexibility and scalability to merchants.
- Developed a cart recovery and RTO (return to origin) suite that assists merchants in **reclaiming up to 20% customers** and significantly **lowering merchants' RTO rate by 70%**.
- Created authentication and identity management layers for authentication via SMS and WhatsApp, dynamic provider switching (based on provider performance), and third-party data integration. Achieved a **98% authentication success rate** and a **40% customer detail prefill rate**, enhancing the customer experience.
- Contributed to the design and development of the **Breeze Wallet**, allowing customers to earn points that can be redeemed across multiple websites.
- Developed an **Offer Engine** that allows merchants to create complex and dynamic customer/product/price /date/campaign/variant based offers, with maximal flexibility and added support for multiple platforms such as Shopify, WooCommerce, Magento, PrestaShop, and CS Cart.
- Worked extensively on improving backend service reliability by **reducing up to 80% of 4xx and 5xx errors**, optimising API handling, and implementing better error tracking and recovery mechanisms. Enhanced overall system stability and ensured smoother user experience with fewer disruptions.

Juspay

Bengaluru

Backend Engineer Intern

02/2022 - 09/2022

- Developed an Offer Upsell Engine to increase cart value during checkout, resulting in a **5% increase in GMV** for Breeze merchants.
- Developed a dynamic scoring algorithm for payment gateways, enabling real-time updates and achieving a significant **5% improvement in payment success rates**.
- Built a Kafka-based, real-time alerting system that sends notifications to Slack for **anomaly detection and remediation** in production.
- Created a Shipping Rule Engine that automates shipping calculations at checkout based on item price and weight.

PROJECTS

[BitList](#)

Kotlin | Java | XML

Versatile collaboration tool just like trello and google keep.

SKILLS

Programming Languages & Frameworks: Java, Typescript, Haskell, SQL, Python, C/C++, Rust, PHP, Purescript

Tools & Technologies: Git, Docker, Kubernetes, Kafka, PostgreSQL, Redis, AWS, Jenkins, OpenAPI, Jira, Bitbucket

Other Skills: Attention to Detail, Effective Communication

EDUCATION

Chandigarh University

Punjab

Bachelor of Engineering (Computer Science)

08/2019 - 08/2023