Nitesh Mishra

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EXPERIENCE:

Engineering Manager | AMK Solutions | Jan 2025 – Present | Mumbai, India

- Leading a team of **8 engineers** across backend and infrastructure, driving the development and maintenance of core platform systems with a focus on scalability, performance, and operational efficiency.
- Spearheaded AWS cost optimization, **reducing monthly spend by 25%** (from $16K to $12K) through resource tuning, right-sizing, and reserved instance strategy.
- Successfully **upgraded MySQL** from 5.7 to 8.0, ensuring backward compatibility and leveraging advanced performance improvements.
- **Integrated HubSpot** with internal systems to enable real-time CRM data sync, automate workflows, and streamline collaboration between engineering, product, and marketing teams.
- Diagnosed and **optimized slow-performing database queries**, improving query execution times and overall application responsiveness.
- Set up **CloudWatch monitoring and alerting**, enabling real-time issue detection and reducing response times to infrastructure and application incidents.

Team Lead - Commerce & Social | Thrive | Dec 2019 – Dec 2024 | Mumbai, India

- Led the **end-to-end development** of a comprehensive **online food-ordering** application and a **community-driven restaurant-discovery platform** from scratch, significantly enhancing user engagement and business capabilities.
- Integrated with leading **third-party logistics partners** (Dunzo, Shadowfax, Wefast, Grab) and **payment gateways** (Razorpay), streamlining operations and expanding service reach.
- Designed and implemented a **centralized order dashboard** for merchants, empowering efficient management of orders, inventory, store management, and rider assignments.
- Utilized **OpenAI models** to generate personalized user feeds, boosting user engagement and content relevance.
- Developed **robust reporting functionalities and business-analytics dashboards** for merchants, providing critical insights into performance.
- Designed and implemented a **centralized search solution** using **Elasticsearch** for users, posts, and restaurants.
- Developed a **Google Chrome extension** to efficiently scrape restaurant menus from various websites.
- Configured and managed monitoring tools (**Sentry, New Relic**) for proactive error tracking and application-performance management.
- Integrated third-party services for seamless communication via **SMS, WhatsApp, and Push Notifications** to users and merchants.

Senior Software Engineer | Big Binary | Mar 2019 – Nov 2019 | Indore, India

- Contributed significantly to **full-stack development** for key products including **AceInvoice** (time-tracking & invoicing), **ACT.md** (cloud-based care platform), and **Zindi HQ** (online help docs & customer support).
- Implemented new features and resolved critical bugs across various modules, enhancing product functionality and user experience.

Technology Lead | Hashtag Loyalty | Oct 2015 – Feb 2019 | Mumbai, India

- Managed and mentored a team of **7–8 engineers** (frontend, backend, data science), overseeing the product-development lifecycle and fostering a collaborative environment.
- Architected and developed **core APIs** for the merchant dashboard, including campaigns, automated campaigns, referrals, user & business analytics, weekly/monthly report generation, and automated invoicing via **Citrus** payment gateway.
- **Scaled systems to efficiently handle 800+ requests/second** with minimal infrastructure overhead, ensuring high availability and performance.
- Designed and optimized a **read-heavy application to process millions of records with sub-100 ms response time**, significantly improving data accessibility and user experience.
- Achieved a **70 % reduction in API response time** by implementing a caching layer, leading to a **20 % decrease in server load** and improved system efficiency.
- Designed and implemented a **URL shortener** for creating short links.
- Developed all APIs for **mobile applications**, restaurant-reservation management, and feedback-management systems.
- Administered and configured **multi-cloud infrastructure** on **AWS, DigitalOcean, and GCP**, encompassing security, load balancing, autoscaling, deployment, and monitoring.
- Implemented **centralized monitoring** using **Netdata** and configured **EFK** for centralized log management, enhancing system observability.
- Developed comprehensive features for the **admin panel**, including user & merchant management, and detailed reporting with various graphs and metrics.
- Automated various tasks for the BD/Sales team, resulting in significant time savings and operational efficiency.
- Configured **Sentry** for robust error tracking across applications.

SKILLS:

- **Programming Languages:** Ruby, JavaScript
- **Frameworks & Libraries:** Rails, React, GraphQL
- **Databases:** MySQL, MongoDB, PostgreSQL, Redis
- **Search Technologies:** Elasticsearch, Sphinx Search
- **Cloud Platforms**: AWS, Digital Ocean, GCP
- **DevOps & Tools:** Git, Vagrant, Sensu, Netdata, Jenkins, Capistrano, Sentry, Nginx, Passenger, Puma
- **Other:** API Development, System Design, Performance Optimization, Team Leadership, Mentoring, Cross-functional Collaboration

PROJECTS:

- **DbbackupS3:** Published a Ruby gem for backing up MySQL databases to AWS S3.
- **RTLM:** Developed a real-time web-based log viewer, mirroring **tail -f** functionality.
- **Institute Website:** Created the official website for IIPS-DAVV University.

EDUCATION:

Master of Computer Applications (MCA)
CGPA: 8.3/10
International Institute of Professional Studies, Devi Ahilya University
Jul 2012 – May 2015 | Indore, India

PUBLICATIONS:

- **DC model for quality improvement in technical education in IEEE**: A proof-of-concept for a mutual learning model among peers. (https://ieeexplore.ieee.org/document/7020293)
- **Text Recognition in an Image Using Statistical Method in ICICIS 2012(PaperID: 535)**: The work focuses on using image processing and statistical algorithms to extract text from blackand-white images, addressing the challenges of pattern variability in content-based multimedia retrieval.

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