

Poonamben Patel

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GitHub: <https://github.com/Poonam52> || Portfolio: https://poonam52.github.io/Portfolio_React/#home

SUMMARY

Senior Software Engineer specializing in backend development, leveraging advanced conversational capabilities with the Pipecat framework in Gen AI voice and call agents. Proficient in .Net, C#, Python and microservices distributed architecture, with proven skills in development and mentoring. Demonstrated success in integrating Redis caching and Kafka for enhanced system performance in high-traffic services while utilizing AWS and Azure for scalable solutions. Committed to applying backend expertise to deliver solutions that drive impactful results in business-critical software projects.

TECHNICAL SKILLS

- **Programming & Frameworks:** C#, ASP.NET, .NET Core, Python, Rest API, React.js, Django, Flask, Pipecat, Microservices, Gen AI, Redux, TypeScript, JavaScript, HTML, CSS, Bootstrap, Java, C++, Material UI, panda, Numpy, kotlin
- **Cloud & DevOps:** AWS (EC2, S3, EKS), Azure, Docker, Kubernetes, CI/CD (Jenkins, GitLab, CloudBees, Harness), Jenkins, Terraform, Google Cloud, oauth 2.0
- **Databases & Caching:** SQL Server, Postgres, MySQL, MongoDB, Cosmos DB, Redis
- **Testing:** NUnit, XUnit, Selenium, Unit Testing, Integration Testing, End-to-End Testing, testKube, RestSharp, Mutation testing
- **Tools & Platforms:** pycharm, orkes, Swagger, Git, GitLab, Bitbucket, JIRA, Asana, Postman, Kafka Conductor, Dynatrace, AI Tooling (GitHub Copilot, Cursor, Claude Code), Splunk, Thunder Client, Harness, port, vs code, Radis insight
- **Architectures:** RESTful APIs, Microservices, Event-Driven Architecture, REST, SOAP, Fast API

PROFESSIONAL EXPERIENCE

United Wholesale Mortgage

Software Engineer II

Sep 2023 – Present

Pontiac, MI

- Developing an AI agent, MIA (Most Intelligent Assistant), by building a Voice Agent in Python using the pipecat Framework, which enhanced customer interaction capabilities
- Developed and maintained microservices using REST API, Docker, and Kubernetes, enhancing backend API performance
- Integrated Redis caching to optimize data access and improve system performance for high-traffic services.
- Applied AI-assisted coding tools (GitHub Copilot) to accelerate development, maintain code quality, and improve productivity in Agile teams.
- Implemented Orkes workflow and Task Development, and scheduled the run workflow, ensuring reliability and scalability.
- Learning and used GCP, Big Query, vertex AI for prompt optimization and google Cloud AI Gemini tools, IAM.
- Built Kafka consumers/producers for services and implemented event-driven solutions.
- Conducted peer code reviews, enforced coding standards, and mentored junior developers, improving code quality and team productivity
- Collaborated across teams to design, deploy, and monitor microservices using Kubernetes, AWS, and Dynatrace observability tools.

Seattle University

Programming Instructor (C++ & Data Structures)

Oct 2022 - Jun 2023

Seattle, WA

- Taught programming fundamentals, algorithms, and problem-solving in C++ to undergraduate students.
- Guided students in debugging, code optimization, and applying best practices.

US eDirect (vendor: Nexuslink servicing)

Mar 2018 - Oct 2021

Senior Software Engineer

NY

- Improved system scalability and maintainability by designing and developing ASP.NET Core applications with RESTful APIs and microservices architecture.
- Integrated payment gateways (Authorize.Net) and implemented secure transaction handling, improving payment processing reliability and security
- Led database query optimization for SQL Server and Postgres, reducing load times by up to 40%.
- Mentored junior developers on ASP.NET, MVC, and Web API development, Bug fixing.
- Managed production incident resolution with root cause analysis and urgent bug fixes.

Technobrain IT Solutions

Apr 2016 - Mar 2018

Software engineer

India

- Implemented Agile methodologies using Scrum events, developed new features, and improved performance, resulting in faster delivery and enhanced application efficiency.
- Work on USA based Healthcare domain project (HHA Exchange)
- Developed real-time notification systems using Spring Boot, Java, microservices and JUnit testing, enhancing user engagement and reducing response time

Zofax Web solutions

Web developer

Mar 2014 - Mar 2016

India

- Developed education and property rental applications using Spring MVC, JSP, and Hibernate ORM, enhancing user experience and application performance
- Designed stored procedures, views, and SQL queries for database-driven applications, resulting in more efficient data retrieval and improved application responsiveness

EDUCATION

Master of Science in Computer Science, GPA: 3.44/4.00,

Seattle University, Seattle, Washington

January. 2022 – June. 2023

Merit Scholarship awarded for the year 2022.

Bachelor of Engineering in Information Technology, GPA: 3.00/4.00,

Gujarat Technological University, Gujarat, India

Aug. 2009 – May. 2013

PROJECT HIGHLIGHTS

MIA Agent (AI Loan Officer Assistant) | [MIA at UWM](#)

2025 – Present

USA

United Wholesale Mortgage

URL: https://www.uwm.com/press-release-may-15-2025-2?utm_source=chatgpt.com

- Building the **MIA Agent chatbot product** using **Python** and the **Pipemcat framework** for inbound/outbound calls, conversational workflows, and appointment scheduling.
- Enabled loan officers to focus on high-value tasks by automating routine client communications and follow-ups like first payment due date reminder, rate Drop call, or general inquiry.

Brand 360 Platform Development | [brand360.uwm.com](#)

2023 – 2024

United Wholesale Mortgage

USA

- Contributed to the development of Brand 360, a customizable client management tool for mortgage brokers.
- Implemented features such as Client Connect for automated borrower communications and Brand Builder for personalised marketing materials.
- Enhanced user experience by integrating a Marketing Calendar for scheduled social media posts and providing analytics tools for marketing effectiveness.
- Collaborated with cross-functional teams to ensure seamless integration and functionality of the platform.
- Developed backend services for **B360 Live**, UWM's real-time loan processing platform, streamlining loan lifecycle management and broker communications.
- Improved system performance and scalability to handle high-volume loan data processing.

California State Park | <https://www.parks.ca.gov/>

2018 – 2021

USeDirect

USA

- **Project Name / Platform:** Reservation California State Park (powered originally by US eDirect's Recreation Dynamics system, later integrated into Tyler Technologies' Outdoor Recreation platform).
- **Scope:** Statewide online reservation system for **280+ park units**, handling **campgrounds, cabins, tours, day-use passes, and special event bookings**.
- **Impact:** Supports **millions of annual visitors** with **real-time reservation availability**, mobile access, interactive maps, and payment processing.
- **Key Features Delivered:**
 - Online reservations via **ReserveCalifornia.com**
 - Call center integration for tech support and bookings
 - Payment and point-of-sale solutions
 - Park passes, special event permits, and group reservations
 - Scalable cloud-based system supporting peak traffic