

# Poonamben Patel

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**GitHub:** <https://github.com/Poonam52> || **Portfolio:** [https://poonam52.github.io/Portfolio\\_React/#home](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

Sep 2023 – Present

*Software Engineer II*

*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 logging**, 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. Debug and analyze the code on UI side to fix the issue in **React** and Redux side.
- Collaborated across teams to design, deploy, and monitor **microservices** using Kubernetes, AWS, and **Dynatrace** observability tools.

### Seattle University

Oct 2022 - Jun 2023

*Programming Instructor (C++ & Data Structures)*

*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

Mar 2014 - Mar 2016

Web developer

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

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**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

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

**2025 – Present**

**United Wholesale Mortgage**

**USA**

URL: [https://www.uwm.com/press-release-may-15-2025-2?utm\\_source=chatgpt.com](https://www.uwm.com/press-release-may-15-2025-2?utm_source=chatgpt.com)

- Building the **MIA Agent chatbot product** using **Python** and the **Pipecat 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](https://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 **USEDirect'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