Sarthak Chandel

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SUMMARY

Software Engineer specializing in Python-based backend and AI-driven systems. Experienced in building scalable messaging platforms, containerized microservices and conversational intelligence using chatbot and automation technologies. Strong foundation in distributed systems, cloud infrastructure and performance optimization.

EXPERIENCE

Software Development Engineer II

LimeChat   **August 2024 – Present**

· **Architected and scaled** messaging infrastructure with distributed queues, ensuring **99.9% reliability** for millions of daily interactions.
· **Owned end-to-end delivery** of Django microservices powering CRM, loyalty and commerce for **50+ enterprise clients**, improving stability and release velocity.
· Optimized Rasa-based chatflows and inference paths, cutting fallback by **40%** and improving latency by **25%** across high-traffic journeys.
· Integrated RAG pipelines with enterprise search and LLMs to **boost answer accuracy** and automated resolution on production bots.
· Modernized legacy services into **containerized, auto-scaled AWS** deployments, increasing uptime, and reducing infra costs **by 60%**.
· Engineered reliability safeguards – retries, circuit breakers, payload validation – to ensure continuity across WhatsApp, Meta & SMS channel APIs.
· **Built** internal automation, alerting and monitoring tools that **reduced manual ops by 35%** and accelerated incident detection and recovery.
· **Delivered** AI-driven conversational commerce features for **15+ enterprise launches**, contributing to measurable activation and conversion uplift.
· **Strengthened** system architecture through performance tuning, profiling, and distributed design reviews for scalable, low-latency workloads.
· **Partnered** closely with product, CX and onboarding teams to streamline rollouts and improve implementation quality for strategic customers.

Data Engineer

Dataeaze   **January 2023 – July 2024**

· Developed a centralized data governance platform with **20+ connectors** using Django and PostgreSQL.
· Automated QA using CLI/API test suites, increasing validation speed by **110%**.
· Enabled containerized deployments, reducing backend crashes by **170%** and improving reliability.
· Optimized PySpark data pipelines for **up to 350% faster** high-volume processing.
· Delivered ETL solutions and POCs for **5+ clients**, improving data processing efficiency by **40%**.
· Strengthened governance with modules for **query analysis, access control, and data profiling**.

SDET Intern

Commvault   **January 2022 – May 2022**

· Managed backup and restoration processes of client data on Commvault's data management infrastructure.Automated validation for 100+ test cases and manually validated 40+ test cases.
· Implementing and setting up Selenium and REST API automated testing for one of the backup agents, enhancing efficiency by 130% and accuracy by 25% in testing procedures.

Data Science Intern

SenseGrow   **June 2021 – August 2021**

· Designed a POC to prevent machine failures in industrial-grade IoT devices, which picked up Thermal, Ultrasound, Vibrational data, by coalescing advanced data science and signal processing techniques.
· Implemented EMD, EEMD, and CEEMDAN decomposition algorithms to analyze Intrinsic Mode Functions (IMFs) and identify relevant features.
· Collaborated in developing an unsupervised clustering model to detect signals indicative of potential machine faults, improving predictive maintenance strategies by 28%.

EDUCATION

B.Tech in Information Technology

Manipal University Jaipur · 2018 – 2022 · 8.47

SKILLS

Python, Django, AI & LLMs, Retrieval-Augmented Generation (RAG), Node.js, Distributed Systems, Microservices, AWS, Docker, Redis, PostgreSQL, MongoDB, PySpark, ETL Pipelines, REST APIs, Messaging Queues (SQS/Kafka/RabbitMQ), CI/CD, Observability & Monitoring, System Design, Performance Optimization, Automation Tooling