

# Sri Satya Lokesh Karri Lead Engineer | Senior Software Engineer

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## Profile

Strategic Lead Engineer with 6+ years of experience designing scalable microservices and AI-driven automation platforms for high-traffic enterprises. Expert in Node.js, TypeScript, Python, and Kafka with proven success delivering resilient APIs, data-driven solutions. Strong ownership in architecture, performance optimization, and cross-team delivery, combined with deep proficiency in Conversational AI. Recognized for mentoring talent, modernizing legacy systems, and driving business impact through secure, intuitive digital workflows.

## Professional Experience

### Lead Engineer

Jun 2022 – Present

Dhan AI 

- **Architected and developed** high-scale platforms using Node.js, TypeScript & Python, supporting **350K+ live customers** and major telecom operations.
- Improved system performance and API responsiveness by **30%**, enabling faster digital interactions and reduced support dependency.
- Led cross-team engineering initiatives across **15+ microservices**, ensuring **99%+ uptime** and smooth feature rollouts with minimal production incidents.
- Mentored **12+ engineers** (7+ promoted) and uplifted engineering standards with structured code reviews, automation, and best-practice guidelines.
- Owned delivery for **4+ major enterprise products**, driving on-time sprint completion and strong stakeholder satisfaction.
- Strengthened customer-facing experiences through **secure, data-driven solutions** integrating Kafka, Salesforce, Dynamics 365 & Firebase Auth.

**Environment** - Node.js, Express.js, Python, Fast API, REST, GraphQL, MySQL, PostgreSQL, MSSQL, MongoDB, Firebase Authentication, Firestore, Unit Testing, Data Migration, Power BI, n8n, Shell Scripting, Docker, Jenkins, Kafka, Zookeeper, Kibana, Git, GitLab, GitHub, JIRA, Confluence, assessed React.js, Angular.js, and React Native.

### Software Development Engineer

Apr 2020 – Jun 2022

Dhan AI 

- Developed multi-tenant conversational AI solutions using Rasa, Dialogflow & Microsoft Bot Framework, **reducing support call volume by 40%**.
- Engineered secure **healthcare integrations** (EHR, appointments, authentication) improving patient digital self-service adoption.
- Contributed to foundational **chatbot dashboards** & automation flows, still used as core product components.
- Improved chatbot **response accuracy** and **intent resolution** through training data analytics and continuous **NLP tuning**, enhancing customer satisfaction and task completion rates.

**Environment** - Python, Django, Flask, API Development, Rasa, Microsoft Bot Framework, Google Dialog flow, Conversational AI, Kafka, Docker, MSSQL, MongoDB, Data Analysis, Power BI, Data Visualization.

### Python Developer Intern

Sep 2019 – Apr 2020

Synopsis 

- Built automated **data ingestion APIs** to collect system metrics from distributed servers into Elasticsearch, improving monitoring coverage and visibility.
- Developed and enhanced **Plotly Dash & Flask dashboards**, enabling engineering teams to analyze hardware performance in real time.
- Collaborated with hardware and system engineering teams to ensure **seamless data integration** and **performance reliability across environments**.

**Environment** - Python, Shell scripting, Docker, Kibana, Elastic Search, MySQL, Flask, Dash, Plotly, Pandas.

## Certificates

Infosys Certified Software Programmer | Certified RASA Chatbot Developer |

Cambridge B2 Certification in English Proficiency

## Skills

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### **Programming Languages:**

- Python, Node.js, Typescript, C, Java, Shell Scripting, Data Structures, and Algorithms.

### **Data Engineering and Conversational AI Development:**

- Rasa, Microsoft Bot Framework, and Custom NLP Components.
- Working experience with Data clustering, Analysis, Machine Learning, and Gen AI Models.

### **API and Web Development:**

- Backend: REST, GraphQL, Express.js, Django, Flask, Fast API
- Frontend: React.js, HTML, CSS, JavaScript, jQuery

### **Database Management:**

- MySQL, MSSQL, PostgreSQL, MongoDB, NoSQL, Elastic Search, Redis

### **Development & Deployment Tools:**

- Docker, Jenkins, Kafka, Firebase, Kibana, Grafana, Git, GitHub GitLab, Postman

## Projects

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### **Customer Experience Platform**

*Lead Engineer & Solution Architect | Node.js, TypeScript, Python, Kafka, SQL, NoSQL, Firebase, Dynamics 365*

- Modernized enterprise CXP platform with 15+ microservices enabling onboarding, billing, payments, & order lifecycle operations.
- Improved API response times by 30% via TypeScript migration & optimized service orchestration.
- Engineered unified portals for Customers, Enterprise, Admin, Sales, and Support teams, improving assistance workflows and service resolution speed; delivered analytics dashboards driving data-backed decision-making.
- Integrated microservices with Salesforce & Dynamics 365 and secure Firebase RBAC for account and enterprise identity control.

### **Event-Driven Customer Notification Platform**

*Lead Engineer & Technical Architect | TypeScript, Kafka (on-prem), PostgreSQL, MongoDB, Dynamics 365, Kibana*

- Architected a high-availability, event-driven notification system supporting millions of annual events with 98%+ delivery SLA.
- Built automated and scheduled multi-channel delivery (SMS, Email, Push, WhatsApp) with intelligent routing via Kafka.
- Delivered observability dashboards for delivery performance, message tracking & operational analytics.
- Led core development & continuous enhancements for 2.5 years, ensuring scalability & cross-platform adoption.

### **Multi-Tenant Chatbot Automation Platform**

*Core Engineer | Rasa, Python, Django, Fast API, Bot Framework, OAuth, Power BI*

- Designed and implemented an enterprise-grade Conversational AI platform enabling rapid chatbot deployment across healthcare and telecom businesses before the emergence of LLM-based automation.
- Delivered secure, scalable digital assistance - from appointment scheduling to medical report access, medication guidance, and real-time care status - significantly reducing hospital call center load by 40%.
- Integrated Rasa & Bot Framework for custom NLU implementation and better intent recognition.

## Education

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### **Computer Science and Engineering, Bachelor of Technology**

*JNTU university Hyderabad, India - CGPA - 8.9/10*

Aug 2016 – Sep 2020 | Hyderabad, India

### **Intermediate in Maths Physics and Chemistry**

*Telangana State Board of Intermediate Education*

Apr 2014 – Mar 2016 | Telangana, India

### **Secondary School Certificate**

*Board of Secondary Education, Andhra Pradesh*

Mar 2014 | Telangana, India

## Languages

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**English** — Cambridge B2 Certification, **Telugu, Hindi**