SUMIT KUMAR PANDEY

📞 +91 8287167488 — ✉ sumitpandey0663@gmail.com — 🔗 sumit063 — 🐙 sumit063 — 📍 Bengaluru, India

EXPERIENCE

ZSCALER *Bengaluru, India*
Software Development Engineer (Sep 2024 - Sep 2025)

Feature Management Automation Platform [Django, PostgreSQL, Celery, WebSockets, Daphne]
- **Developed and deployed** a production-grade automated feature management tool having real-time integration with Jira for automated ticket updates and workflow synchronisation serving **2000+** customers for **30+** features.
- Saved manual engineering efforts by **60%** (**30 engineer-hours/week**) and increasing customer satisfaction by **40%**.

Log Analyzer [React, Django, PostgreSQL, Redis, Uvicorn, Nginx]
- Teamed up to build a high-throughput ingestion and parsing pipeline with Regex Engine and interactive dashboards along with real-time UI for searchable views, diffs, and time-based filters handling logs up to **1M+ entries/session**.
- Boosted escalated-case triage time by **40%** and reduced troubleshooting time from **1 hour** to **20-25 minutes**.

Zero-Trust Connectivity & Escalation Triage
- Assessed toolkit and playbooks to diagnose policy/connection issues, between service paths and auth failures using Linux scripts, Wireshark packet captures, structured log queries, and lightweight dashboards.
- **Resolved 60+ Zscaler Private Access (ZPA)** cases by analyzing traffic flows and troubleshooting Zero Trust policy enforcement, resulting in a **30%** increase in customer satisfaction.
- Partnered with **cross-functional** teams, **accelerated issue resolution** cycles and contributed to measurable improvements in product stability, scalability, and customer adoption leading to a **15%** reduction in bug reports.

ZSCALER *Bengaluru, India*
Development Intern (Feb 2024 - Aug 2024)
- **Engineered 10+ automation** scripts and tools to streamline team workflows, reducing manual tasks by **30%**.
- Initiated auto generation of **90+** weekly team reports with scheduled mail delivery to leadership.
- Gained hands-on exposure to ZPA architecture and underlying technologies, **Linux services**, networking utilities and principles (TCP/UDP, DNS, HTTP/S), system debugging, and design concepts.

HYBRIQUES *East Delhi, India*
Front End Intern (Mar 2023 - May 2023)
- Designed and executed 2 impactful projects, and migrated 3 high load pages to React, leveraging modern UI frameworks to design prototypes into deployment ready pages, resulting in **20%** boost in user engagement.
- Integrated REST APIs with backend services, collaborating with the backend team and resolving data transfer latency issues, which reduced API response time by **15%**.

SKILLS

Software Skills	C, Java, Python, HTML, CSS, JavaScript, Django, React.js
Databases	PostgreSQL, Redis
Systems / Hardware	Linux Systems, Networking, System Debugging
Tools, Platforms & Products	Git, Visual Studio Code, Wireshark, Browser Developer Tools, Postman, Zscaler Private Access (ZPA), Websockets, Celery, Nginx, AWS S3

PROJECTS

- Designed a secure file-storage backend (REST + AWS S3) with access control, versioning, compression, previews, and async workers, reducing latency by **40%**.
- Programmed an event-driven alerting system with FastAPI integrated with SlackAPI, generating instant alerts for API errors and resource spikes, ensuring faster anomaly detection and preventing downtime.

EDUCATION

Bachelor of Technology, Noida Institute of Engineering and Technology, Greater Noida Graduated May 2024
Information technology
CGPA 8.33/10