

**SUMIT KAUSHIK**

312-961-1061, [sumitcomp31@gmail.com](mailto:sumitcomp31@gmail.com), [linkedin](#), [github](#)

AWS Architect & Developer, Blockchain Expert,, MS, SCBCD, SCJP

## **SUMMARY**

- Engineering **Manager with 4+ years** of experience leading and managing software development teams, backed by **10+ years of hands-on software development** expertise.
- **Recruited** and led multiple **geographically distributed teams**, fostering seamless collaboration and productivity across **junior, senior, and staff engineers**.
- Successfully led end-to-end delivery of services that used **multi-model ML-based AI** and enhanced **model reliability** through **iterative training** and **deployment**.
- Led re-architecture to support **high-throughput** of 10k to 19k logs per second.
- Led end-to-end delivery of **multi-quarter initiatives**, successfully launching diverse strategic solutions that drove business impact and innovation.
- Resolved customer requests by conducting **root cause analysis**, ensuring SLA-compliant **feedback loop closure** to **enhance customer satisfaction**.
- Designed and implemented [Blockchain](#), [Smart Contracts](#), serverless **Generative AI service** and Retrieval-Augmented Generative(RAG) LLM based [service](#) to public repositories to promote transparency and collaboration.
- Provided **mentorship** and career guidance to team members at various levels, supporting their **professional growth** and leadership development.

## **SKILLS**

**Languages & Frameworks:** Flink, Go, IBM RAD, J2EE, Java Core, JQuery, JSON, JSP, Python, Ruby, Scala, Solidity, Spark, Spring Boot, Spring MVC, Yahoo UI API

**Cloud, DevOps & Infrastructure:** AWS (API Gateway, Aurora, Lambda, S3, SNS, SQS), Bedrock with Stability-AI diffusion model, Claude LLM, CI/CD, Datadog, GCP, Git, Jenkins, Kubernetes, Maven, PCF, Spinnaker Pipelines, SVN, Terraform, Tomcat, WebSphere

**Databases & Tools:** Confluence, DB2, Kafka, MongoDB, MySQL, Redis, Toad

## **PROFESSIONAL WORK EXPERIENCE**

### **Engineering Manager**

June 2021 to April 2025

*Zendesk, San Francisco, California*

- Managed and led **customer-facing**, cross-functional engineering teams to deliver end-to-end, **high-throughput scalable backend** solutions, enhancing platform reliability and driving measurable **customer success aligned with defined OKRs**.
- Managed a multi-quarter, end-to-end re-architecture of a backend service, achieving a **99.99% SLA** and reducing infrastructure costs by **85%**.
- Led multiple cost-saving initiatives, including optimizing CPU core usage, resulting in an **18% reduction in infrastructure costs**, and migrating services to open-source solutions, saving **\$62K per month**.
- Led the design and delivery of a **AI-powered** critical service using Amazon **SageMaker** for near real-time security alerting and account suspension utilizing multi-version **Machine Learning (ML) models** that **reduced infrastructure costs by 15% and saved 0.5 hours/day in manual effort**, enhancing operational efficiency.
- Led the **optimization** of a low-latency **search service** integrating **S3 Select, MySQL**, and **Elasticsearch** to support multiple fields, including **Typeahead** functionality.
- Successfully managed the integration of **AI-powered bots**, **Salesforce CRM**, and **Workforce Management logs** to deliver scalable, customer-focused **SaaS** solutions.
- Led Re-architecture of backend and Automation of the Data Opt-out projects as **high-priority Tiger Team** initiatives.

- Established and managed a **performance tracking system** by setting up and conducting periodic reviews of engineers **Quarterly Work Goals and Annual Development Plans**.
- Developed and enforced processes to address Snyk, container, and application vulnerabilities within SLAs, **mitigating security risks**.
- Defined **clear On-Call Roles, Responsibilities, and Runbooks** to enhance incident management and response efficiency.
- Proactively communicated identified blockers, enabling stakeholders to make informed decisions on features and timelines.
- Effectively **prioritize competing tasks** and communicate rationale for decisions to maintain productivity and business alignment.
- Managed Agile ceremonies, including **Stand-ups, Demos, Retrospectives, Sprint Planning, and Backlog Refinements**, ensuring efficient execution and team alignment.
- Conducted **weekly 1:1s** with direct reports, product partners, and group tech leads to ensure alignment, support, and continuous improvement.

#### Technical Lead

November 2018 to June 2021

*StateFarm, Tempe, Arizona*

- Designed and developed **RESTful APIs** as the foundation for an **ML-powered application**, enabling **AI-driven** recommendations.
- Led design discussions and finalized **strategy for future work**.
- Led **design discussions** and defined strategic roadmaps for future work, optimizing project development within budget.
- Managed **story mining, creation, estimation and distribution** ensuring smooth project execution.
- Provided **weekly project updates to senior leadership**, improving visibility and stakeholder communication.
- Actively **participated in hiring and mentoring** engineers across the organization.

#### Senior Development Engineer

December 2014 to December 2017

*American Express, Phoenix, Arizona*

- Designed and developed **event-driven architecture** for customer card updates, enabling seamless campaign execution.
- Proposed, designed, and implemented **batch processing improvements** for various mobile platforms, enhancing efficiency.
- Written and refined user stories based on business requirements to **support planning and execution** for two-week Agile sprint cycles.
- Mentored **engineers** providing guidance on code reviews and system architecture.

#### Development Engineer

April 2013 to December 2014

*Sears Holding Corporation, Hoffman Estates, IL*

- Designed and developed scheduler from scratch that's now been used for many nightly batch processes.
- Designed and built a component to monitor status of all interacting applications.

#### Technical Lead

February 2012 to March 2013

*Guardian Life Insurance, New York, New York*

- Understanding of business requirements and relating it to technical detail.
- Design and developed code for automatically creating work items.

#### EDUCATION AND CERTIFICATION

Certified Blockchain Expert

April 2025

AWS Certified Solutions Architect - Associate

March 2021

AWS Certified Developer - Associate

September 2020

Master of Science in Computer Science

December 2010