

ABHARAN GUPTA

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EDUCATION

Chitkara University

B.E. in Computer Science | CGPA: 9.89

Rajpura, Punjab

Jun 2020 – Jun 2024

TECHNICAL SKILLS

Programming: Java (8–21), Python, JavaScript, C/C++

Backend & Architecture: Spring Boot, Hibernate/JPA, REST APIs, Microservices, System Design

Messaging & Caching: Apache Kafka, Redis

Databases & Search: PostgreSQL, MySQL, MongoDB, Elasticsearch

Cloud & DevOps: Docker, Kubernetes, CI/CD (Jenkins, Bitbucket Pipelines), GCP (GCS), AWS (S3)

AI/ML (Projects): NumPy, Pandas, scikit-learn, PyTorch/TensorFlow, Model Evaluation, Feature Engineering, MLflow, RAG/LLMs

Tools & Practices: Git, GitHub, Bitbucket, Maven, Gradle, IntelliJ IDEA, Jira, Agile/Scrum, Code Review

PROFESSIONAL EXPERIENCE

Kapture CX

Oct 2025 – Present

Software Development Engineer II

- Led delivery of new global product features end-to-end: partnered with Product/Design to finalize UX + requirements, authored technical design, implemented backend services/APIs, and shipped to production with measurable adoption.
- Reduced client workflow time by up to 70% by building Excel-based bulk upload tooling with guided UI, field-level validation, safe error reporting, and mass-configuration flows for enterprise-scale data imports.
- Built a bulk migration microservice to onboard customers from Salesforce, Zendesk, Zoho, and Freshdesk into Kapture CRM; designed for reliability and zero-downtime cutover to accelerate enterprise onboarding.
- Improved upload performance and data integrity (millions of daily file uploads) by migrating storage from AWS S3 to Google Cloud Storage using client-specific buckets and chunked upload strategy; lowered data latency by 50%.

Kapture CX

Sep 2023 – Sep 2025

Software Developer

- Replaced FCM notifications with an in-house real-time pipeline (WebSocket + STOMP); implemented resiliency (ack/retry/backpressure) to prevent dropped events under peak load, cutting latency by 90% and sustaining 10,000+ events/second.
- Architected and shipped a Social Media microservice integrating Facebook, Instagram, WhatsApp, Google Business Profile, App Store reviews, and X (Twitter) to auto-create tickets; built cron-based OAuth token refresh and continuous ingestion for long-running integration stability, improving ops efficiency by 40%.
- Owned REST APIs for third-party integrations and P0 production triage; resolved 200+ maximum-priority incidents during a major system failure by using alerts, deep debugging, and mitigation playbooks to reduce MTTR by up to 50%.
- Collaborated cross-functionally with business stakeholders to gather requirements, design solutions, and deliver features from conception to production (Agile/Scrum), ensuring SLA adherence and smooth client rollouts.

ACHIEVEMENTS & LEADERSHIP

- Earned *Top Performer* recognition for two consecutive quarters based on peer feedback and client satisfaction outcomes.
- Improved team delivery velocity by 20% by mentoring 5+ junior developers/interns through pair programming, code reviews, and Agile execution best practices.
- Led 3 internal technical workshops on Microservices architecture and Redis caching, upskilling 20+ engineers across teams.
- Delivered 100% on-time completion for emergency high-priority initiatives by coordinating cross-functional execution and meeting/exceeding SLA targets.

CERTIFICATIONS

- Full Stack Web Development
- Ordered Data Structures (Univ. of Illinois)
- Competitive Programming