

Anmol Gautam

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EDUCATION

Howard University - Capstone Scholar
Bachelor of Arts in Computer Science (4.0 GPA)

Washington, DC
08/21/2017 – 05/08/2021

EXPERIENCE

Software Engineer

07/12/2021 – Present

Lyft Inc.

San Francisco, CA

- **Team Goal:** Worked as a server engineer for the **Support Experience** team on their **Python** microservice architecture to create features for a better support experience for drivers and riders. Used **Docker** to modularize feature building and **Kubernetes** to automate the deployment of different features.
- **Premium Support:** Retrieved bonus information from **DynamoDB** and performed server-side calculations of weekly bonus amounts for high-tier drivers (gold and platinum) in their local region to be shown in the app. The feature helped drivers to know their bonus status in real-time to help them keep track of their weekly goals. Conducted a bug bash for the feature's E2E testing in **AWS** and added metrics using **PROMQL** to monitor the stability of the added feature in the python microservice.
- **Post Match Canceled Rides:** Modified server endpoints (**REST API**) to allow **12 million+** users to review their post-match canceled rides so they can access the support experience flow in the app. Added logic in automation service to take the user input and provide the best decisions for the support experience of the user (whether to charge or refund cancellation fee) reducing Support Agent Calls by 15% . Utilized **Redis** to store visited steps in the flow improving the rendering logic by 30%.
- **Improve Engagement Survey for Help:** Added backend logic in python for survey triggers for when the engagement survey should be shown to Lyft riders in the client. Collected user sentiment inputs, stored (and updated when users go through the same flow) in **DynamoDB**, and created events to send collected feedback input to the data science team for research purposes. Added metrics(**PromQL**) to monitor feature stability
- **Keep the Lights On Initiative(KTLO):** Triage bugs and proactively completed tasks from **Jira** during on-call rotations to improve overall code quality and reduce on-call burden for other engineers. Some tasks included migrating endpoints, improving fraud detection rules, and adding pre-render actions for app components.
- **Canvas Design :** Worked with the **Canvas** team and designed serialized structure data mechanism(**protocol buffers**) for various LPL components on their initiative for server-driven UI architecture for Lyft App.

Software Engineering Intern

06/01/2020 – 07/24/2020

Lyft Inc.

New York (Virtual)

- Worked with **Test Platforms Team** to add a feature on Bubble app UI to allow users to export their bubble script as headless instances in the cloud which persisted for a longer period of time.
- Used **React** to add logic to connect headless cloud instances with shareable unique URLs, performed CRUD on their instances through UI, and updated script in **DynamoDB** improving developer workflow testing by 30%.

Software Engineering Intern(Quality)

05/28/2019 – 08/23/2019

F5 Networks Inc

Seattle, WA

- Worked on the **Quality Engineering** team to create a pytest decorator that unblocked quality engineers if they completed writing tests before the developers completed their features.
- Integrated the decorator with **Jira** to produce tickets assignable to the tester/developer for the invalid use of the decorator to improve the squad workflow.

Engineering Practicum Intern

05/21/2018 – 08/10/2018

Google Inc

Kirkland, WA

- Worked on project **System Notification admin page** in **Display and Video 360** platform to add a feature to allow technical support staff members to create and update notifications.
- Used AngularDart2 on the client side to create notifications and Java on the server side to store/update the created notifications, helping the admins to manage notifications efficiently that would be shown to 60k+ users.

TECHNICAL SKILLS

Tech stacks: Python, Java, Typescript, Rest API, Flask(framework), AWS, DynamoDB, PromQL, Kubernetes(automated deploy and scaling for services), Docker, Redis(cache), Apache Hive, Angular, React
Developer Tools: Git, VS Code, PyCharm, IntelliJ, Jira(issue tracking product)