

# Saurabh Gupta

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## Summary

Engineering leader with expertise in **scaling SaaS platforms, system architecture, and fault-tolerant design**. Proven success in **leading cross-functional teams, launching AI/ML-integrated products, and optimizing performance at scale**. Strong entrepreneurial background, **successfully exiting a self-founded company**. Skilled in **driving efficiency, collaborating across teams, and delivering high-impact solutions**.

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## Work Experience

### SupplyNote (Adcount Technologies Pvt Ltd) · Pune (Remote)

**Engineering Manager** · Nov 2021 – Present

- Built and led a **25-member cross-functional engineering team** (Backend, Frontend, DevOps, QA), reducing **project delivery time by 30%** through optimized workflows, automation, and robust CI/CD pipelines.
  - Designed and scaled **Posify**, a **high-traffic POS and order management system** handling **1M+ orders/day**, improving **transaction capacity by 900%** using **GraphQL, PostgreSQL, Redis**, and a **Kafka-based event-driven architecture**.
  - Led the transition from a **monolithic codebase** to a **scalable microservices architecture**, reducing **system downtime by 40%** and increasing deployment frequency.
  - Integrated **AI/ML-driven features**, including:
    - **Theft prevention** using anomaly detection, reducing fraud incidents by **15%**.
    - **Automated onboarding** and user behavior analysis, cutting onboarding time by **25%**.
    - **Dynamic pricing and demand forecasting**, optimizing vendor profitability.
  - Spearheaded the development of **Vyap.in**, a **B2B procurement marketplace** for restaurants and hotels:
    - Integrated with multiple **vendors, ERP systems, and logistics providers**.
    - Achieved a **35% increase in average order size** and **₹20M+ monthly order value** within the first two months.
    - Improved **order processing efficiency by 50%** through **workflow automation** and **real-time inventory tracking**.
  - Built a **resilient, scalable infrastructure** on **AWS and GCP**, ensuring **99.98% uptime** using **Kubernetes (EKS/GKE)**, auto-scaling instances, and fault-tolerant architecture.
  - Integrated with multiple **payment gateways** (Razorpay, PayU, UPI), improving checkout conversion and reducing failed transactions by **30%**.
  - Implemented a centralized **logging and monitoring stack** (ELK, CloudWatch), reducing **MTTR by 50%** for production incidents.
  - Reduced **cloud costs by 20%** through Kubernetes auto-scaling, reserved instances, and storage optimizations.
  - Established **engineering best practices**, mentoring developers on performance, scalability, and security —resulting in a **40% reduction in critical post-deployment bugs**.
  - Developed a **Soundbox alert system** using **GoLang microservices and MQTT protocol** to send real-time audio notifications to store soundboxes.
  - Built a **federated GraphQL microservice in GoLang** to manage integrations with platforms like **WhatsApp**, enabling modular and scalable communication workflows.
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## Posify · New Delhi, India

Founder · Jan 2018 – Oct 2021

- Founded and scaled **Posify**, a **B2B SaaS POS and order management platform**, processing **300,000+ orders/day** with **zero downtime**.
  - Expanded client network to **650+ outlets**, achieving **400% growth** and onboarding major **F&B brands** across Tier 1 and Tier 2 cities.
  - Designed and implemented the complete **product architecture**; transitioned from **monolith to microservices**, reducing downtime by **45%** and improving API response times by **60%**.
  - Integrated with **50+ platforms** (Swiggy, Zomato, ERPNext, Zoho, WhatsApp, Shopify, WooCommerce), enabling **multi-channel order processing** and reducing manual data entry by **30%**.
  - Led **full-stack development** using **GoLang, Python (FastAPI, Flask), Node.js, GraphQL, PostgreSQL, Redis, Elasticsearch**, delivering a secure and scalable platform.
  - Implemented **CI/CD pipelines** using **GitHub Actions and Docker**, reducing deployment time by **70%** and enabling daily releases.
  - Built a **self-serve analytics dashboard** for restaurant owners, offering **real-time insights** on sales, inventory, and performance—leading to a **25% reduction in wastage and stockouts**.
  - Led **digital marketing** (SEO, paid ads, email automation), increasing **inbound leads by 300%** and reducing **CAC by 40%**.
  - Designed and executed a **go-to-market strategy**, securing **\$50K in revenue** in the second year.
  - Negotiated **strategic partnerships and enterprise deals** with restaurant chains and aggregators, driving rapid market adoption.
  - **Acquired by SupplyNote for \$275,000 in 2021**; led successful product and customer transition and integration.
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## RoadCast · New Delhi, India

Senior Software Engineer · Jan 2017 – Dec 2017

- **Developed & scaled Synco**, a **microservices-based, event-driven logistics & delivery management system**, handling **100,000+ delivery riders/day**, increasing platform capacity by **200%**.
  - **Led a 6-member team**, optimizing backend services, reducing **latency by 40%**, and boosting project turnaround time by **25%**.
  - **Designed a scalable microservices architecture** using **Python, Celery, and Redis**, ensuring efficient real-time communication between services.
  - **Implemented an event-driven model** with **RabbitMQ**, improving system resilience and enabling **real-time order allocation, route optimization, and live tracking**.
  - **Built an AI-powered fuel theft & filling detection system** using **Pandas, NumPy, and Isolation Forest**, reducing fraud incidents in fleet operations.
  - **Integrated real-time GPS tracking & geofencing** using **Google Maps API & OpenStreetMap**, improving delivery efficiency by **25%** and reducing delays.
  - **Developed an automated reconciliation & settlement module**, reducing **payment discrepancies and operational overhead by 30%**.
  - **Enhanced system observability** with **ELK Stack (Elasticsearch, Logstash, Kibana)**, reducing debugging time for incidents.
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## Refiral · New Delhi, India

Software Developer · Aug 2015 – Dec 2016

- **Led a team of 3 developers + 1 designer** to build **NomNom**, a call center platform.
  - **Improved call center efficiency by 30%**, optimizing order workflows.
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## Droidshift · New Delhi, India

Software Engineer Intern · Jan 2015 – Jul 2015

- Developed **core software components**, earning a **Pre-Placement Offer (PPO)** for outstanding performance.
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## Education

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### Noida Institute of Engineering and Technology · Noida, India

B.Tech in Computer Science & Engineering · Graduated Jul 2015

### Ramjas School · R.K. Puram, New Delhi, India

High School Diploma (Science) · Completed Mar 2011

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## Technical Skills

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### Programming Languages

- Go (Golang), Python, JavaScript, TypeScript, SQL

### Frameworks & Libraries

- NestJS (Microservices), Django, Angular, Express.js, Pandas, NumPy

### Databases & Storage

- PostgreSQL, Redis, Elasticsearch, ELK Stack

### Message Queues & Streaming

- Kafka, Redis MQ, Celery

### API & Microservices

- GraphQL, GraphQL Federation, NestJS Microservices
- Rollback Handling in Microservices (Compensating Transactions)

### Inter-Service Communication

- HTTP, gRPC, Kafka, GraphQL

### Infrastructure & Cloud

- AWS, GCP, Kubernetes, Docker, Linux

### Machine Learning & AI

Anomaly Detection, AI/ML Integration, Large Language Models (LLMs)

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## Achievements & Impact

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- **Increased transaction capacity** by **900%** on a live enterprise platform.
  - **Reduced theft cases** by **15%** using **AI-driven anomaly detection**.
  - **Led the acquisition** of **Posify** for **\$275,000** after scaling to **650+ clients**.
  - **Developed an AI-powered onboarding** tool, reducing onboarding time by **25%**.
  - **Optimized system architecture**, reducing downtime by **40%**.
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## Community Involvement

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## Indra Rani Welfare Foundation · *Volunteer · Jan 2023 – Present*

- Active participant in **social initiatives** for community development.
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