Pankaj MALHOTRA

PERSONAL DATA

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SUMMARY

With nearly 10 years of experience in Software Development, I currently lead a team of up to 8 software engineers at AWS, focusing on services for collecting and publishing customer impact data during large-scale operational events. I drive efficient team planning, performance management, and career growth initiatives. My key achievements include reducing Time To Notify (TTN) by 75%, delivering notifications within 15 minutes, and improving product adoption by 45% year-over-year. I specialize in solving cloud infrastructure and distributed systems problems, developing resilient, multi-regional services using serverless technologies. Additionally, I share my expertise through published technical blog posts on the AWS Blog.

WORK EXPERIENCE

JAN 2021-PRESENT

Software Dev Manager at AMAZON WEB SERVICES (AWS), Seattle, United States
AWS Services/ Large Scale Operational Events/ Customer Notification Systems
Currently leading a team of software engineers developing services that collect service impact data during large-scale operational events and notify customers about affected services, regions, and resources. I efficiently drive the team's Scrum ceremonies, conduct 1:1s with direct reports, manage performance, support career growth, and find opportunities for skill enhancement. Additionally, I lead product initiatives, define the team's roadmap based on business needs, and actively participate in operational planning, monthly business reviews, quarterly planning, and hiring initiatives. I have significantly improved operational hygiene for systems handling hundreds of thousands of account IDs per minute, delivering notifications within 15 minutes of detecting an impact. Major contributions include a 75% reduction in Time To Notify (TTN) by increasing coverage of failure modes across AWS services and a 45% year-over-year improvement in product adoption.

NOV 2019-JAN 2021

Software Dev Engineer II at AWS, Seattle, United States
AWS Connect/ ACD/ Support Skill Queues, Routing, Chat Applications
Drove the design and implementation of critical Slack Chat components for AWS Support. Researched and implemented solutions for routing chats to Support Engineers based on their skills availability, and customer support level. Mentored other SDEs, breaking down high-level designs into smaller tasks for accurate estimations (Monte Carlo). Organized meetings with customers and stakeholders for early feedback. Collaborated with a product manager to define project milestones and enhance the UX. My contributions to the overall project delivery resulted in a 40% reduction in response time for AWS Support case contacts.

DEC 2018-NOV 2019

Software Dev Engineer II at AWS, Cape Town, South Africa
Scheduling Algorithms/ Simulation Frameworks/ Prioritization and Routing
Worked on systems for routing and prioritizing AWS Support customer cases. Designed and implemented an enhanced prioritization algorithm, reducing first contact time for AWS Support cases by 60%. Developed a Python framework to simulate customer case volume across various support queues in an ACD-like system. Collaborated with product managers and customers to gather feedback on new algorithms and devised a strategy for phased rollout.

June 2017-Dec 2018	Software Dev Engineer I at AWS, Cape Town, South Africa
	Serverless Architectures/ Multi-Leader(Active/Active), High Availability Systems
	Designed and implemented a serverless architecture for a highly available service operating across multiple geographic locations. Developed an active-active multi-leader mode for parallel task execution, transitioning AWS Support from manual to dynamic case routing. This system significantly enhanced transparency in support operations, reducing the time for resolution, first contact, and average case starvation by 92%, from 8 days to 6 hours for AWS Support cases.
Sept 2016 -June 2017	Software Development Engineer at BrowserStack, Mumbai, India
	Infrastructure Operations/ Monitoring/ Logging and Web Services.
	Developed and managed cross-region data center services to ensure high availability and uptime of applications. Responsibilities included overseeing AWS infrastructure for engineering teams, providing full-time on-call support, debugging network issues between AWS and data centers, and creating virtual machines on hypervisors. Implemented time series monitoring with InfluxDB and Grafana. Designed and developed software enabling remote debugging tools for mobile browsers, a key revenue generator that gave BrowserStack a competitive edge in the mobile/device cloud space, attracting new enterprise customers.

Entrepreneurship and Volunteering

Successfully grew a zero-waste and plastic-free health and wellness store in South Africa, providing eco-friendly alternatives that helped customers create a cleaner, greener future. As a Director, I oversaw all business operations, autonomously managing customer and vendor communication, stock management, accounting, marketing, and sales. My efforts led to a 28% increase in customer acquisition and a 35% reduction in monthly business expenses. Additionally, I helped establish a community to educate and provide resources for sustainable living and waste reduction.

Management and Leadership

Experienced in recruiting, hiring, mentoring, and coaching software engineers, enhancing team productivity and professional growth. Adept at performance evaluations, setting objectives, and providing feedback to improve skills and effectiveness.

Managed multiple projects simultaneously, ensuring timely delivery and high-quality standards. Implemented Agile methodologies, driving efficient Scrum ceremonies, and using tools like JIRA, Confluence, and GitHub for project management.

Focused on operational excellence, improving system reliability, scalability, and performance. Reduced technical debt, optimized processes, and implemented best practices for code quality, testing, and deployment.

Led cross-functional initiatives, collaborating with product management, design, and marketing to align development with business goals. Committed to fostering a collaborative and inclusive team culture, promoting innovation, and driving continuous improvement.Skilled in communicating with users, technical teams, and senior leadership to gather requirements, describe product features, present technical designs, and define strategy. Proficient in leading the software development lifecycle from concept to deployment and support.

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Education

2012-2016	Bachelor's Computer Science and Engineering . IIIT Hyderabad, India.

Interests

Web Engineering/Services, Automation, Distributed Systems, Serverless Architectures