

Saptarshi Das

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SUMMARY

Strategic **Software Engineer** specializing in **Backend Systems** and **Distributed Infrastructure**. Expert in transforming complex requirements into scalable, high-availability architectures across multi-cloud environments. Focused on **Engineering Excellence**, prioritizing system observability, concurrency, and robust security posture. Proven ability to lead technical squads through the full SDLC, ensuring long-term maintainability and reliability in high-stakes production environments.

EXPERIENCE

Software Engineer II

Microsoft

May 2024 - Present, Bengaluru, Karnataka, India

- **Led Scalability & Reliability squad** for Azure Bot Service, eliminating weekend SLA breaches (Sev-2s) by optimizing auto-scaling policies and queue management based on granular traffic analysis.
- **Optimized throughput** by refactoring core worker logic to implement asynchronous processing and task parallelization, enhancing CPU utilization.
- **Hardened security posture** by migrating resources to **Managed Identity-based authentication**, ensuring 100% compliance with the Secure Future Initiative (SFI).
- **Architected** high-performance authentication flows, reducing P99 latency from 6000ms to 72ms.
- **Expanded multi-channel reach** by designing Slack and WhatsApp integrations for Copilot Studio.
- **Resolved 20+ high-severity incidents**, safeguarding **\$560K in revenue** and meeting strict SLAs.

Software Development Engineer

Samsung Electro Mechanics

March 2023 - May 2024, Bengaluru, Karnataka, India

- **Engineered a no-code ML Ops platform** that reduced model development time by 87% and increased engineering throughput for damage detection systems.
- **Partnered with Product Management** to drive the technical roadmap, increasing User Rating from 3.6 to 4.3 through optimized image data export and model labeling workflows.
- **Achieved 90% reduction in testing effort** by developing automated end-to-end integration test suites.

Software Development Engineer

Amazon

August 2022 - March 2023, Bengaluru, Karnataka, India

- **Designed high-availability backend services** for the Mobile Assistance Program, supporting 9.7M global sellers.
- **Automated deployment workflows** for the Aether Project, reducing manual release overhead by 99% for the Amazon Seller Mobile app.
- **Developed a Python-based telemetry suite** to process performance metrics and deliver real-time operational insights.
- **Maintained 100% operational excellence** during on-call rotations with zero SLA violations.

Systems Engineer

Tata Consultancy Services

May 2021 - August 2022, Hyderabad, Telegana, India

- **Modernized legacy monoliths** by migrating SOAP services to RESTful APIs, achieving an 80% reduction in response time for the ONESOURCE tax platform.
- **Enhanced system observability** by developing custom logging middleware, reducing MTTR (Mean Time To Repair) by 70%.

EDUCATION

Bachelor of Technology

University of Engineering and Management • Kolkata • 2021 • 9.52

- First Class Distinction

SKILLS

- **Languages:** Java, C#, Python, TypeScript
- **Cloud & Infrastructure:** Azure (Bot Service, CosmosDB, KeyVault, ServiceBus), AWS (DynamoDB, Lambda, S3), Redis, RabbitMQ, Docker, Kubernetes.
- **Frameworks & Web:** Spring Boot, .NET Core, React, Node.js, JPA, MyBatis, REST, SOAP.+4
- **Tools & DevOps:** Git, GitHub, Jenkins, Jira, Docker, Unix/Linux.
- **Databases:** CosmosDB, DynamoDB, MongoDB, SQL Server, MySQL.
- **Expertise:** System Design, Microservices, Async/Parallel Programming, Managed Identity, CI/CD.