

# GAGANDEEP SINGH

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## Work Experience

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### Company: Branch International Financial Services Pvt Ltd (Remote)

→ **Software Engineer (B3)** from Jun 2024 - Present

- Built a customer support Chat Assistant, cutting support load by ~30%.
- Deprecated a legacy system, removing 32TB of data, 5K lines of code, and 59M SQL rows.
- Led large refactoring projects in the KYC team, delivering cleaner & simpler interfaces.
- Held weekly 1:1 sync, sharing feedback, promoting AI adoption, and discussing individual's growth.
- Reviewed backend and infrastructure projects, identifying design risks early and preventing rework.
- Contributed to hiring for Senior engineers, DevOps, and Engineering Managers.
- Drove initiatives to improve team culture and standards:
  - Introduced GitHub Codeowners for a large backend monolith repo.
  - Reduced test suite runtime by > 50%, boosting CI efficiency.
  - Updated interview questions to improve candidate evaluation.
  - Led AI tool adoption across the engineering team as beta tester and productivity advocate.
  - Launched Branch Engineering Blog using GitHub Pages and Jekyll.

### Company: LocoNav India Private Limited (Gurgaon, Hybrid)

→ **Member of Technical Staff** from Feb 2018 - Nov 2020

→ **Staff Software Engineer** from Dec 2020 - Jun 2024

- Engineered a robust API layer for mobile applications, catering to over 80% of the total website traffic.
- Planned and executed refactoring of core system entities, streamlining the access over 200+ reports and APIs.
- Designed a scalable and multilingual backend system to seamlessly handle 10 million daily push notifications.
- Worked as a devops for all foundational tasks like setting up Jenkins, adding load balancers, configuring VPC subnets, security groups, introducing private hosted zones, handling instance reservation and cost optimisation initiatives.
- Led the Fastag business vertical end to end, from first line of code to product acquisition, scaling the platform to handle ~2% of India's toll volume while building the team & automating operations for efficient business execution.
- Implemented fully automated release strategy for daily release of monolith repo used by 40+ developers.
- Performed multiple minor/major upgrades for backend framework & database to stay up to date.

### Company: JTG E-Business Software Pvt Ltd (Gurgaon, Haryana)

→ **Software Developer** from Jun 2015 - Oct 2016

→ **Sr. Software Developer** from Oct 2016 - Feb 2018

- Enhanced a cloud monitoring platform by integrating products from AWS and Azure, owning features end to end.
- Planned and executed infrastructure migrations, building strong fundamentals in networking and system reliability.
- Worked across backend services, mobile applications, and system utilities, developing full-stack problem-solving skills.
- Improved system stability by debugging production issues, hardening data stores, and documenting critical subsystems.

## Skills

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**Programming & Frameworks:** Ruby, Rails, Java, JavaScript, jQuery, HTML, CSS

**Databases & Messaging:** PostgreSQL, MySQL, Redis, Kafka

**Cloud & Infrastructure:** AWS, Unix, Ubuntu, macOS, Nginx, Docker, Docker Compose, Kubernetes

**Observability & Monitoring:** Prometheus, Grafana, Datadog, NewRelic, Bugsnag

**Collaboration & Productivity Tools:** GitHub, JIRA, Linear, Confluence, Slab, Slack

**Leadership & Team Skills:** Stakeholder Management, Strategic Planning & Direction, Mentorship

## Education

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Bachelor of Technology (CSE), GTBIT

AISSC, GHPS Vasant Vihar

SSC, GHPS Vasant Vihar

GGSIU, New Delhi

CBSE, New Delhi

CBSE, New Delhi

2011 - 2015

2010 - 2011

2008 - 2009