

# Gowtham Kishore Vijay

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## Skills

- **Backend Development:** Node JS | TypeScript | JavaScript | Express | Redis | MongoDB | SQL | ElasticSearch | Apache Druid
- **Data Pipelines:** Kafka | RabbitMQ | MinIO
- **CI/CD Ecosystem:** Docker | Kubernetes | Jenkins | GIT

## Experience

**Software Development Engineer** Yellow.ai *Bangalore, KA, India* **11/2021 - 08/2023**

- **Dynamic conversation designer-** Led the development of a conversational designer simplifying the creation of natural conversation flows for text and voice interfaces, eliminating extensive technical training typically required.
  - Led technical discussions with engineers & product managers to ensure backward compatibility, developing a TypeScript based framework which also facilitated the integration of various large language models alongside in-house models.
  - Resulted in a 50 % reduction in time to market, prompting companies to invest approximately **\$130,000** in ARR.
- **Microservice migration-** Developed migration plan from legacy to new microservices, addressing repository challenges hindering feature changes and causing dependency issues.
  - Led the process by actively contributing to the development of "executor-cloud" using TypeScript, built on object-oriented programming following design principles, followed by gradual routing the traffic from legacy to new microservices resulting in the addition of new features in the new repository with proper testing framework using the migration plan.
  - Migration resulted in significant improvements: faster response time, easier debugging, stronger failure handling, fewer production issues, and independent team work due to robust testing and monitoring.
- **Miscellaneous projects**
  - Developed and delivered message processing, storage and delivery features within main product yellow.ai microservices, supporting core functionalities like conversational design and user profiling for \$30 billion in annual revenue.
  - Developed scalable APIs and background processing workers using Express, NodeJS and Redis to enable businesses to test AI marketing campaigns at scale which increased customer engagement by 60%.

**Freelance Software Engineer** Khatabuddy *Remote, India* **06/2022 - 11/2022**

- Contributed to the development of a user-friendly interface (UI) and a backend distributed system for managing financial records and reporting, utilizing various technology stacks.
- Contributed to a monitoring platform that delivers detailed metrics on transactions, including billing, invoice generation, digital payment collections, and profit and loss over time.

**Deployments altogether helped in bringing in our first set of customers.**

**Software Engineer** Yellow.ai *Bangalore, KA, India* **08/2020 - 10/2021**

- Designed, developed, and deployed NLP-driven conversational AI solutions to automate tasks, enhance customer engagement using technologies of **Node JS, Express, Redis, MongoDB** which helped the businesses to increase their quality of customer service and reduce operational costs by **60%**.
- Integrated multiple third-party systems with the conversation AI platform, including Zendesk, using Node JS which boosted agent productivity by up to 50%.
- Developed a monitoring solution for conversational AI components, enabling comprehensive analysis of data using Python streamlit which played a pivotal role in guiding the decision to build cloud.yellow.ai, promoting a low-code approach and facilitating seamless transition from app.yellow.ai.

## Education

**Master of Science** California State University *San bernardino, USA* **08/2023 - Present**

- Currently pursuing a major in Computer and Information Sciences with a GPA of 3.9.

**Bachelor of Engineer** Panimalar Institute of Technology *Chennai, India* **08/2016 - 01/2020**

- Graduated with a CGPA of 8.06, majoring in Computer Science and Engineering.