

HIMANSHU SHARMA

Lead Software Engineer

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Highly versatile **Lead Software Engineer with 7+ years** of experience specializing in architecting and scaling enterprise-grade platforms.

Currently a Lead Platform Engineer at Freshworks, specializing in the design and delivery of resilient microservices (Java/Node.js) and leading the development of a high-availability **iPaaS platform** built on **Netflix Conductor**.

Proven ability to lead complex cross-functional integration initiatives and committed to building efficient, scalable systems that enhance developer productivity and deliver outstanding user experiences.

SKILLS

Languages & Runtimes: Java, Typescript, JavaScript, Node.js

Frameworks & Libraries: Spring Boot, Spring WebFlux, Spring MVC, ExpressJS, ReactJS, NextJS

Cloud & DevOps: AWS, Kubernetes, Jenkins, Terraform, Docker, Apache Tomcat

Databases: DynamoDB, MongoDB, Postgres, MySQL

Tools: JIRA, Git, BitBucket, VS Code, IntelliJ

EXPERIENCE

Freshworks, Remote

07/2021 - Present

Lead Software Engineer - Systems

As a member of the **Platform Engineering** team, I contribute to building highly scalable services that support a wide range of product offerings. My primary focus is on developing robust communication services using **Java** and **Node.js**.

- **iPaaS/Modernization:** Spearheaded iPaaS development using Netflix Conductor, integrating **event-driven database interception** and **Change Data Capture (CDC)** principles to manage state integrity across systems.
- **Platform Scaling & Data Integrity:** Designed core microservices with **database state equivalence** mechanisms, leveraging **Change Data Capture (CDC)** for reliable state migration and improving platform scalability by **35%**.
- **Omnichannel Communication Services:** Architected and delivered resilient omnichannel communication services that support **100K+ daily interactions**, ensuring real-time reliability and **increasing product engagement by 20%**.
- **CI/CD Pipelines:** Engineered and maintained **10+ automated Jenkins pipelines** for messaging services, **reducing deployment time by 40%** and ensuring a release reliability of **99.9%**.
- **MS Teams Bot Development:** Led feature contribution for the Microsoft Teams messaging bot, resulting in a **15% increase** in in-app user interaction.
- **Cross-Functional Delivery:** Collaborated with **5+ product and infrastructure teams** to deliver cohesive solutions, successfully integrating **3 major product lines**.

Technologies: Java, Spring Boot, Spring WebFlux, Node.js, Jenkins, Docker, Kubernetes, AWS, DynamoDB, Apache Tomcat, Git, JIRA, and more.

PS QuickIT, Noida

01/2018 - 07/2021

Technical Lead

- **Project Contributions:** Actively participated in all phases of project delivery (analysis, development, testing, and operations) for **7+ integration and data management projects**.
- **Team Management:** Managed a **5-member CTI** development team, overseeing the execution of **2 major client projects** and consistently delivering high-quality solutions.
- **Feature Delivery:** Successfully delivered **15+ complex features** within both Agile and traditional SDLC life cycles, significantly enhancing product functionality.
- **CRM Expertise:** Established myself as a CRM expert, earning the trust of clients through consistent delivery of high-quality solutions.

- **Talent Acquisition:** Served as a key member of the technical talent acquisition team, contributing to the successful recruitment of **7 skilled professionals**.
- **Training Leadership:** Led the Rookie Training Program, successfully onboarding and accelerating the skill development of **10+ new technical recruits**.

Technologies Used: Java, Jenkins, Node.js, Angular, Git, JIRA, Docker, C++, DynamoDB, Oracle WebLogic, and more.

EDUCATION

A.K.T.U., Ghaziabad

08/2014 - 07/2018

B.Tech(C.S.)

75.6 %(I DIV Hons.)

I.I.E.S.(ISC), Ghaziabad

04/2012 - 06/2014

Intermediate with Science

80.6%

AWARDS: Special Mention Award Hackathon 2025, Freshworks
 2nd Prize Freshworks Hackathon 2022, Freshworks
 Craftmanship Award, Freshworks
 1st Prize PSQ Hacks 2019, PS QuickIT
 Gem of the Quarter Q1 2019, PS QuickIT
 Rookie of the Quarter Q1 2018, PS QuickIT