Hritwik Goklaney

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Education

University of Massachusetts Amherst	Massachusetts, USA
M.S. Computer Science (CGPA: 3.9/4.0)	*Aug 2025 – May 2027*
Birla Institute of Technology and Science, Pilani (BITS Pilani)	Rajasthan, India
B.E. Computer Science (CGPA: 8.56/10)	*Jul 2018 – May 2022*

Relevant Coursework: Advanced Machine Learning, Systems for Data Science, Algorithms for Data Science, Data Structures and Algorithms, Object Oriented Programming, Database Management Systems

Technical Skills

Languages: Java, Python, C/C++, JavaScript, Typescript, SQL
Backend: REST APIs, Event-Driven Systems, Apache Kafka, GraphQL, Spring Boot
Data/Storage: AWS DynamoDB, MongoDB, Redis (caching)
Cloud/Dev: AWS (Lambda, SQS, SNS, Glue, CloudWatch), CI/CD, Metrics/Monitoring
Software Architecture: Microservices, Event-Driven Systems, System Design, Agile Development
ML/DS: Pandas, NumPy, FastAPI, Load testing (Locust)

Work Experience

Cashfree Payments	Dec 2024 – Jul 2025
Software Development Engineer 2	*Bangalore, India*

- **Reduced verification processing time by 30%** by building Kafka-based async workflows and Java APIs, adding state-history tracking, paginated retrieval, and idempotent bulk upsert for merchant document uploads. *(Java, Kafka, MongoDB)*
- Built an event-driven notification service that emitted verification and settlement updates and rendered templated emails, improving merchant visibility and **reducing manual follow-ups by 6 tickets/week.** *(Mustache, Kafka)*
- Designed extensible partner-as-aggregator settlement workflow to support future partner integrations with minimal refactoring. *(Java, Spring Boot)*

Amazon	Jan 2022 – Oct 2024
Software Development Engineer (formerly Intern)	*Bangalore, India*

- **Saved ~10 SDE-weeks** by replacing hard-coded payment method metadata (name/logo) with a scalable configuration layer for the Notification Service, enabling faster payment method launches on Amazon. *(Java, AWS)*
- **Reduced $4.5K/year** by analyzing AWS usage patterns and DynamoDB workloads and executing cost optimizations to reduce infrastructure spend. *(AWS DynamoDB, CloudWatch)*
- **Increased Alternate Payment Methods (APM) adoption by 60%** by delivering an incentivized set-as-default feature end-to-end for Venmo/SEPA payment method and driving UAT sign-off. (Java, AWS SQS, SNS, Glue)

ServiceNow	May 2021 – Jul 2021
Software Development Intern	*Hyderabad, India*

- Implemented UI to display recommended actions inside Engagement Messenger embedded on third-party pages using client-side JavaScript and AngularJS components with ServiceNow scripting APIs. *(AngularJS, ServiceNow scripting)*
- Leveraged Next Best Action in CSM to deliver contextual recommendations that improved service efficiency and personalization. *(ServiceNow CSM)*

Projects

Caching for High Performance ML Inference	Oct 2025 – Dec 2025

- Built a FastAPI inference service using Hugging Face models; benchmarked no-cache vs in-process LRU vs Redis caching with Locust under skewed (Zipf-like) workloads to measure p95/p99 latency and throughput. *(Python, FastAPI, Redis, Locust)*
- Evaluated cache trade-offs (hit-rate, memory, multi-process sharing, network overhead) and documented a scaling recommendation for real-time inference.

Leadership & Achievements

- **Amazon Consumer Payments Hackathon 2024:** Top 7 finalist; demoed "Smart Ticket Resolution Tool" proposal to business leaders at Amazon.
- **Hult Prize 2019:** Marketing Head at Hult Prize (global social impact/startup competition).
- **IIT JEE Advanced 2018:** AIR 2232 out of 1.5M candidates.