

Ashutosh Sharma

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PROFESSIONAL SUMMARY

Accomplished **Senior Engineering Manager** with over 11 years of experience leading cross-functional teams in backend, full-stack, and frontend projects. Expertise in architecting **high-scale fullstack systems**, optimizing performance, and ensuring service reliability. Proven track record in team building, **engineering leadership**, and driving operational excellence across distributed architectures and cloud environments.

PROFESSIONAL EXPERIENCE

Razorpay — Senior Engineering Manager 2022 — Present

- **Led a cross-functional team of 24 engineers** across multiple backend and frontend projects, focusing on system reliability, API performance, and infrastructure improvements.
- **BU-Level Quality Champion:** Defined and enforced engineering standards across the business unit, **improving SLA adherence by 20%** and significantly reducing technical debt.
- **Strategic Cost Optimization (CMS):** Delivered a self-serve CMS for marketing teams, reducing GTM time from 15 days to 2 days and **cutting engineering bandwidth by 80%**, driving significant cost optimization through resource reallocation.
- **Platformize Partnership Module:** Directed the architectural revamp of the partnership service (sub-merchants, commissions, payouts), resulting in a **>90% drop** in customer escalations (145 to 4 per month).
- **Org-Wide Mentorship Program:** Spearheaded and drove a comprehensive mentorship initiative, fostering talent development and career growth for engineers across the organization.
- Built and launched an AI-powered **Docs Search platform using LLMs**, resulting in a **70% reduction in customer complaints** caused by missing information.
- **Logging Infra for External Developers:** Oversaw the implementation of logging infrastructure allowing external developers to debug payment failures, reducing integration escalation tickets by **20%**.
- **POS Partnership:** Steered the development of tooling to onboard merchants on-the-fly during sales pitches, reducing onboarding time from 3 days to **20 minutes**.
- Achieved **99.99% system availability** by driving infrastructure OKRs, implementing **canary deployments**, and enhancing end-to-end testing coverage.
- **Reduced MTTR** from 9 minutes to 4 minutes through proactive monitoring and cross-team collaboration.
- Managed recruitment, growing the team from 4 to 17 members by establishing robust **hiring pipelines** and technical interview frameworks.

Housing — Engineering Manager 2018 — 2022

- **Led an engineering team of 17 engineers**, delivering platform products across 5 teams while balancing project delivery with architectural modernization.
- **Housing Demand Service:** Managed the end-to-end delivery for "Buy" and "Rent" categories, maintaining the core platform used by cross-functional teams.
- Orchestrated the **migration from monolithic architecture to micro-frontends**, driving a **3x increase in release frequency** using **module federation**.

- Implemented **CI/CD pipelines** that reduced release times by 40%, incorporating automated testing and performance monitoring to ensure high-quality releases.
- Drove performance optimizations, reducing build sizes by **22%** and improving load times with **full-page caching** at the CDN level.
- Fostered a culture of **continuous improvement** by conducting regular retrospectives, resulting in enhanced team dynamics and optimized delivery processes.

Times Internet — Software Manager

2017 — 2018

- Led the design and implementation of a **mobile-optimized web application**, integrating **PWA** features for an enhanced user experience.
- Architected **reusable React components**, reducing development time by **30%** and ensuring cross-platform design consistency.
- Introduced **frontend monitoring and error reporting**, improving system stability and drastically reducing issue resolution time.

Goibibo (MMT) — Software Engineer

2016 — 2017

- Played a key role in building the **GoTrains** and **GoCars** platforms from scratch, contributing to ideation, product planning, and technical scope definition.

Zoho — Software Engineer

2014 — 2016

- Worked on **Exchange Reporter Plus**, leading the delivery of multiple projects.
- Built a unified **ManageEngine Dashboard** to consolidate multiple products, improving usability and streamlining access to key administrative tools.
- Integrated **Active Directory** using **ADSI** via PowerShell scripts to fetch and analyze data.

CORE SKILLS

- **Management:** Team Leadership, Stakeholder Management, Agile Methodology, OKR Setting, Mentorship, Project Roadmap Planning, Cost Optimization
- **Backend Technologies:** GoLang, Node.js, Java, Distributed Systems, RESTful APIs, GraphQL, Microservices
- **Frontend Technologies:** React, Next.js, JavaScript, PWA
- **Cloud & Infrastructure:** AWS, Terraform, Docker, Kubernetes, Cloudflare, CDN, CI/CD
- **Tools:** Git, Jenkins, Spinnaker, Datadog, New Relic, Sentry, Monitoring Tools

EDUCATION

- **Master of Technology**, National Institute of Technology, Calicut 2012 — 2014
- **Bachelor of Technology**, GNIT 2008 — 2012