

Pankaj Kumar

Software Engineer II

EXPERIENCE

Rakuten, Bengaluru — Software Engineer II

Dec 2022 – Present

Tech Stack: Python, PHP, GoLang, MySQL, Docker, GCP, Firestore, Salesforce

- Developed VaakAI application from scratch. Consists of APIs, integrating them with Biztel and Salesforce to send the realtime notification to agents about the customer-agent interaction, issues and solutions using GenAI
- Developed backend APIs and integrated them with the MyPage frontend for Application correction and Billing module
- Upgraded PHP, Laravel/CakePHP for 4 Repos consisting of various microservices, batches and APIs by performing refactor and fixing UTs
- Developed dockerfile to migrate OS from CentOS 7 to AlpineOS 3.19 which resulted in optimized image size from ~900 MB to ~100 MB
- Optimized Billing Calculation Batch using GoLang and worked on various internal tools, feature and POCs

Mantra Labs, Bengaluru — Software Engineer

JULY 2020 - Dec 2022

Care Health Insurance - LMS

Tech Stack: PHP, Laravel, Yii, Java, SpringBoot, MySQL, JavaScript

- Managed a very complex and vast database by optimizing the queries and the table architecture
- Developed a feature to Automate the allocation of the leads to the callers.
- Developed a module where Relational Managers can Reallocate the Leads without Disposition
- Developed supervisor module where User and Role based Mobile, Email and Lead Masking can be done.
- Created a Master Module and Bulk update feature for Designation and DOJ

Mantra Analytics System

Tech Stack: Python, Django REST, MongoDB, RabbitMQ, Celery, AWS

- Developed Analytics APIs using Django REST framework, MongoDB, RabbitMQ queue and explored various AWS options for Data Lakes and ETLs.
- Contributed as a member in the POC team, responsible for designing and implementing solutions for storing user activities and visualizing them through Heatmap representations.

Kalyan Nagar, Bangalore

+91 9872647369, 7986904154

pankaj200497@gmail.com

[Portfolio Website](#)

SKILLS

Languages

• Python • PHP • GoLang • JavaScript • Java

Frameworks

• Laravel • Gin • Django • SpringBoot • CakePHP • Yii

DBMS

• MySQL • Firestore • MongoDB

Tools & Technologies

• Docker • Jenkins • Salesforce • GenAI • UTs • GCP • AWS • RabbitMQ • Celery • Git • Postman • APM

Project Management

• Scrum • Jira • Kanban Board

EDUCATION

IIIT TRICHY, Tamilnadu — B.Tech in ECE

2016 - 2020

CGPA: 7.90

LINKS

- <https://github.com/iPankajrai>
- <https://www.linkedin.com/in/pankaj-kumar-r20/>

INTERESTS

- AI/ML/IoT
- Traveling/Trekking
- Basketball/Sports

VOLUNTEER EXPERIENCE

- IoT Club volunteer at college