

# Ishaan Kamra

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## EXPERIENCE

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- Software Engineer II** Nov 2024 – Present
  - **Uber**
    - **Led end-to-end development** of 3 high-impact projects (*SSBU/FBA*, *Self-Serve Access Requests*, *Customer Feedback Summary*) across backend architecture, API integrations, and frontend implementation.
    - **Drove a 97% reduction** in merchant ATO losses (~\$22.8K → \$0.7K weekly) by securing bank-related workflows using **2FA compliance** and step-up authentication.
    - Increased merchant engagement with **AI-generated review summaries**, contributing to an **8.2pp uplift** in ‘Customers’ tab visits.
    - **Modernized the data layer** by integrating **GORM v2 with MySQL** in Restaurant Gateway, setting up scalable access control infrastructure in a codebase with minimal prior MySQL adoption.
    - **Led 5+ on-call shifts** (5+ primary, 5+ secondary), improved on-call handoff practices, and ensured **incident-free delivery of sensitive features**.
    - Supported onboarding of new engineers via **1:1 mentorship**, async guidance, and codebase walkthroughs to accelerate ramp-up across complex systems.
- Product Engineer** Jan 2023 – Nov 2024
  - **Sprinklr**
    - Served as the point of contact for Elasticsearch infrastructure and query-level issues **across a real-time 80-node, 5 PB cluster** powering high-throughput search workloads (~10K writes/sec).
    - Led the migration and consolidation of critical Elasticsearch datastores, improving performance and reducing annual **Elasticsearch costs by over 25% saving over 200K USD annually**.
    - Built a local deployment framework enabling one-command spin-up of **microservices on lightweight Kubernetes**, **reducing testing time by 80%** and boosting developer productivity.
    - Designed and implemented a **master-slave scheduling system for long-running jobs** to ensure fault tolerance and even resource utilization.
    - Proactively identified and resolved recurring MongoDB and Kafka infrastructure bottlenecks in production, improving system stability and query performance.
    - Developed internal tooling to alert developers of Sev0/1 issues with root cause tracing, significantly reducing downtime risk.
    - Served as a **Lead L1 On-Call Engineer**, participating in **24/7 on-call cycles**, supervising L2 support engineers to ensure rapid resolution of product issues, infrastructure incidents, and alerts across the Insights Suite.
    - **Mentored interns** (6- and 2-month durations), accelerating onboarding and technical proficiency.
    - Engineered a data monitoring service to proactively detect and alert on anomalies in customers’ social media data consumption. Built a real-time Kibana dashboard for visualization, providing actionable insights and **eliminating 3–4 hours of manual effort**.
    - Designed and implemented an automated framework for exception and log tracking. The system auto-queries logs, creates Jira tickets with appropriate assignees, and sends notifications, **completely eliminating a manual 2–3 hour daily process**.

## EDUCATION

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- Delhi Technological University** Delhi, India
  - **B.Tech in Mathematics and Computing, CGPA: 8.91** *2019-2023*

## SKILLS

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- **Areas of Interest:** Distributed Systems, Real-Time Search, Indexing, Backend Development, Concurrency, Multi-Threading, Operating Systems, System Design, Automations, Developer Tooling, Infrastructure Optimization, Cloud-Native Architectures
- **Programming Languages:** Golang, Java, Python, TypeScript, C++, Bash
- **Tools and Technologies:** Spring Boot, MySQL, MongoDB, Elasticsearch, Kafka, Redis, GraphQL, Docker, Kubernetes, Cadence, RPC, Prometheus, Grafana, Fusion.js, ReactJs, ExpressJs, Django, Flask
- **Platforms & Cloud:** AWS (EC2, S3, CloudWatch, Lambda), Linux Environments, GitHub Actions, CI/CD Pipelines