

# Jayendra Pawar

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## EXPERIENCE

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### IBM

Oct 2024 - Present

Software Engineer Backend (Specialist)

Bengaluru, Karnataka

- Working on large-scale **Virtual Private Cloud (VPC) infrastructure**, contributing to **backend service integration** and **scalable ADRs** to enhance service communication, **scalability**, **modularity**, and **availability**
- Led development of **workload lifecycle management** modules for **stateful database services** on **Kubernetes**, leveraging **CRDs**, **resilience validation** strategies, and **fault-injection** workflows using the **Kubebuilder** framework; enhancing **observability** and improving **recovery cycles by 30%** for critical workloads
- Standardized Deployable Architecture** modules, enabling **40% faster feature rollouts**, enhancing **backup** and **recovery** development workflows, and streamlining **cross-team collaboration** while strengthening **system resilience**
- Architected and developed an **interactive Slack bot** for managing services, integrating **trusted profile** capabilities for **cross-cluster communication**, improving **system reliability** and reducing **mean time to recovery by 70%**
- Built and deployed **CI/CD pipeline** using **Github Actions**, integrating **data masking capabilities** to strengthen **HIPAA compliance**, achieving a **90% improvement in system modularity** using reusable workflows

### Freshworks

Jul 2022 - Aug 2024

Software Engineer Backend

Bengaluru, Karnataka

- Engineered a **highly available microservice** for data workflows, enabling critical **platform synchronizations** processes such as **notifications**, **messaging** and **payments**, serving **4.9 million users worldwide**
- Developed a scalable **Job Scheduler**, incorporating **API specifications**, **ERD designs**, and workflows using **Kafka**, **Redis**, **gRPC** and **Protobufs**, managing **150K+ customers**
- Led the **migration of platform sync services to EKS (Kubernetes)**, achieving a **30% cost reduction** while enhancing **deployment efficiency** and **scalability** for millions of daily transactions
- Accelerated **MySQL performance**, cutting **query execution time by 60%** through **indexing**, **partitioning** and execution plan optimization. Implemented **CDC-based caching** to synchronize **transient and persistent data** in real time, **reducing API response time by 40%**
- Implemented a monitoring dashboard that **aggregates system logs** for **real-time performance insights**; expedited **incident detection time by 25%**, enabling **faster troubleshooting** with the **platform's reliability**
- Deployed **canary releases** across five microservices, **minimizing deployment risks** and reducing **rollback rate by 15%** while ensuring adherence to **release policies**, **performance benchmarks**, and **service-level objectives (SLOs)**

### Booking Holdings

Jan 2022 - May 2022

Software Engineer (Internship)

Bengaluru, Karnataka

- Strengthened the **global user experience** of **Property Hub**, a platform used by **900+ hotels** and companies, by integrating internationalization features using **React** and **Golang**, driving wider adoption across international markets
- Built an Onboarding Portal for **Actionable Messages**, collaborating with **stakeholders** to optimize **data exchange operations**, resulting in a **90% customer query response rate**
- Mitigated critical **Veracode security flaws**, reducing vulnerabilities from over **30%** to **less than 5%**. Optimized **microservice resilience** and ensured **compliance** with industry **security standards**

## EDUCATION

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### National Institute of Technology, Jaipur

Jul 2018 - May 2022

Bachelor of Technology in Mechanical Engineering; Minor in Computer Science

Jaipur, Rajasthan

- Awarded Aditya Birla Scholarship, Amongst top 15 candidates across all NITs (2021)

## SKILLS

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- Programming Languages:** Golang, Python, Rust, C/C++
- Frameworks & Tools:** Kubernetes, Docker, gRPC, WebSockets, Linux, Shell, Kafka, Prometheus, Grafana
- Cloud & DevOps:** AWS, Helm, EKS, Jenkins, Github Actions, CI/CD Pipelines, Terraform
- Database Technologies:** MySQL (Indexing, Partitioning), Redis
- System Design & Architecture:** Microservices, API Design, Distributed Systems, Data Structures and Algorithms
- Other Skills:** Regulatory Compliance (HIPAA Standards), Cross-Team Collaboration, Performance Optimization