Jayendra Pawar

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SUMMARY

Backend Software Engineer with **3+ years of experience** building scalable, cloud-native **Microservices** using **Golang**, **Kubernetes**, and **AWS**. Strong hands-on expertise in high availability systems, **CI/CD**, and **production DevOps**. Proven experience supporting **global products** and enterprise-grade **distributed systems** aligned with Middle East requirements.

EXPERIENCE

IBM   **Oct 2024 - Present**
Senior Software Engineer (Backend)   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** and **Jenkins**, 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 **4.9M+ 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**
- 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

- 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

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

- **Programming Languages**: Golang, Rust, Python, 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