Kshitij Zutshi

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SUMMARY

Software Engineer with 6+ years building distributed systems, scalable APIs, and data pipelines for high-traffic e-commerce platforms. Expertise in .NET microservices, real-time data streaming (Kafka/CDC), and cloud infrastructure (AWS/GCP). Proven track record optimizing performance and developer experience for order management systems serving 20M+ customers.

PROFESSIONAL EXPERIENCE

Software Engineer – Supply Chain Retail Tech | Wayfair LLC   **September 2024 – Present**
- Architected service warming patterns for database connection pooling at startup, reducing cold-start latency by **40%** and improving fault-tolerance for order management services processing **10M+** monthly transactions
- Designed Dev Container infrastructure enabling **AI** coding agents to execute integration tests with full infrastructure (PostgreSQL, Kafka, BigQuery, Aerospike) and secrets management, accelerating AI-assisted **SDLC** workflows
- Built Kafka **CDC** pipelines for real-time data synchronization across PostgreSQL, Aerospike, and BigQuery, enabling sub-minute analytics latency for order resolution data serving **20M+** customers
- Engineered partitioned batch processing to backfill **6M+** resolution records with checkpoint tracking and Polly retry logic, working within Hangfire job constraints while ensuring data consistency
- Migrated critical API endpoints from legacy PHP monolith to .NET 8 microservices with service mesh routing, reducing technical debt and improving endpoint response times by **35%**
- Implemented Datadog monitors for Kafka consumer lag and BigQuery **PDT** audit jobs, reducing mean-time-to-detect (MTTD) from 30min to **<5min** and improving data freshness SLA compliance

Software Engineer - Contract | Abecedarian LLC   **February 2024 – September 2024**
- Designed and implemented scalable RESTful APIs using Python and Fast API for integrating various LLM models (GPT-4o, LLaMA3) into a unified platform, enhancing model interoperability and performance
- Developed automated pipelines with GitHub Actions & Docker for analyzing code quality and collecting performance metrics using **SonarQube** & **Prometheus**, leading to **20%** improvement in model response times and accuracy

Software Engineer Co-Op | Philips North America   **January 2023 – August 2023**
- Engineered .NET microservices to streamline the ingestion and processing of hospital patient monitoring data, improving data retrieval speeds by **40%** using technologies like RabbitMQ and Kafka for real-time data streaming
- Implemented automated CI/CD pipelines using GitHub Actions, AWS Code Pipeline, and Terraform, enhancing the deployment and scaling of microservices across multiple environments by **50%**

Senior Software Engineer - Infrastructure | WebileApps LLC   **June 2019 – August 2021**
- Architected and developed key infrastructure components for the Indian e-Governance Portal's mortgage and estate modules, utilizing React, GraphQL, C#/.NET, and JavaScript (ES6+), integrated with PostgreSQL databases
- Built APIs for document verification using OCR, Elasticsearch, enhancing fraud detection by 40% and performance by 70%

Software Engineer | Infosys Limited   **September 2018 – June 2019**
- Contributed to the development of banking client's Customer Account Opening (CAO) eKYC (electronic Know-Your-Customer) features using .NET microservices and 3rd party APIs for identity verification, accelerating customer onboarding by **35%**
- Optimized SQL queries to analyze Customer Churn Rate (CCR) among users with special needs leading to **30%** increase in retention

TECHNICAL SKILLS

Languages: C#, Python, Java, TypeScript/JavaScript, SQL, Go, GraphQL, Shell Scripting
Frameworks: .NET 8, ASP.NET Core, Entity Framework, React, FastAPI, Node.js
Data & Messaging: Kafka, BigQuery, PostgreSQL, MSSQL, Aerospike, Redis, CDC Pipelines
Cloud & Infra: AWS (Lambda, SageMaker, S3), GCP, Docker, Kubernetes, Terraform, Dev Containers
Observability: Datadog, Prometheus, Grafana, Distributed Tracing, Argo CD

EDUCATION

Northeastern University, Boston, MA   **December 2023**
Master of Science in Computer Software Engineering, GPA: 3.6/4.0
Relevant Coursework: Data Structures and Algorithms, Big Data Systems & Intelligence Analytics, Cloud Computing

Amrita Vishwa Vidyapeetham, India   **May 2018**
Bachelor of Technology in Computer & Electronics Engineering