

# Kshitij Zutshi

Boston, MA, USA | +1 (857)-334-6703 | [kshitij.neu.21@gmail.com](mailto:kshitij.neu.21@gmail.com) | <https://www.linkedin.com/in/kshitij-zutshi> | [Portfolio](#)

---

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

---

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

## EDUCATION

---

<b>Northeastern University</b> , Boston, MA	<b>December 2023</b>
<i>Master of Science in Computer Software Engineering, GPA: 3.6/4.0</i>	
<i>Relevant Coursework: Data Structures and Algorithms, Big Data Systems &amp; Intelligence Analytics, Cloud Computing</i>	
<b>Amrita Vishwa Vidyapeetham</b> , India	<b>May 2018</b>
<i>Bachelor of Technology in Computer &amp; Electronics Engineering</i>	