

# AMAN SINGH

Software Developer — Go — PHP — Python — JavaScript — MySQL — Redis — Distributed Systems  
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## PROFESSIONAL SUMMARY

Results-driven Backend Engineer with 2+ years of experience architecting scalable microservices and high-performance systems serving 35,000+ users. Proven expertise in Go, PHP, Python, and distributed systems with demonstrated success in reducing system latency by 65% and automating workflows that save 80% manual effort. Specialized in REST API development, database optimization, real-time communication systems, and cloud-native architectures. Track record of delivering mission-critical features that improve retention rates, reduce operational costs, and maintain 99.9% uptime across production environments.

## PROFESSIONAL EXPERIENCE

<b>Backend Engineer</b> <i>TickleRight Eduventures (SaaS Ed-Tech Platform)</i>	<b>Apr 2023 – Present</b> Mumbai, India (Remote)
<ul style="list-style-type: none"><li>Architected and deployed subscription management microservice using Go and MySQL serving 35,000+ monthly active users; automated renewal workflows and payment processing, reducing manual intervention by 80% and increasing customer retention rate by 12%</li><li>Engineered Redis cache-aside implementation for high-traffic read queries, achieving 65% latency reduction (330ms to 115ms p95) and improving platform responsiveness for 35,000+ concurrent parent users accessing student performance data</li><li>Designed and integrated Google Calendar API synchronization service handling 500+ weekly class schedules; eliminated 30 hours per month of manual coordination overhead and reduced scheduling conflicts by 95%</li><li>Optimized MySQL database performance managing 500GB+ data through query refactoring, indexing strategies, and connection pooling; reduced average query execution time by 40% while handling 2M+ daily API requests</li><li>Built FastAPI-based real-time chat platform integrating Meta Business APIs (Facebook/Instagram) with WebSocket architecture; eliminated \$800+ monthly third-party SaaS costs and enabled instant bi-directional communication for customer support team</li><li>Implemented automated agent distribution system routing customer inquiries across multiple channels based on workload metrics; improved response time by 45% and enhanced customer satisfaction scores</li><li>Developed automated direct messaging system with intelligent reply logic reducing manual customer follow-ups by 60% and improving first-response time from 12 minutes to under 3 minutes</li><li>Maintained 99.9% system uptime across distributed microservices architecture while managing production deployments, monitoring system health via logging frameworks, and resolving critical incidents</li><li>Created comprehensive business intelligence reports and analytics dashboards optimizing workflow efficiency; identified bottlenecks that led to 25% productivity improvement in operations team</li><li>Engineered inquiry management system streamlining lead acquisition pipeline; accelerated client onboarding process by 30% through automated validation, routing, and notification workflows</li></ul>	

## KEY TECHNICAL PROJECTS

<b>Meta Chat Integration Platform</b> – FastAPI, React.js, Meta API, MySQL, WebSockets	2024
<ul style="list-style-type: none"><li>Developed full-stack web application integrating Meta Business APIs for Facebook and Instagram direct messaging, replacing third-party tools and saving \$800+ monthly in subscription fees</li><li>Implemented webhook listeners for real-time message synchronization with Meta platform; architected WebSocket server enabling instant UI updates and sub-second message delivery</li><li>Designed RESTful backend using FastAPI with MySQL database handling 10,000+ messages daily; implemented JWT authentication, rate limiting, and comprehensive error handling</li><li>Built automated agent distribution algorithm balancing workload across support agents using round-robin and skill-based routing; reduced average wait time by 40%</li></ul>	

<b>Calendar Event Automation Tool</b> – Go, Google Calendar API, REST	2023
<ul style="list-style-type: none"><li>Engineered CLI tool and REST service in Go automating recurring event creation with customizable reminder hooks; deployed to 20+ faculty members saving 5+ hours weekly per user</li></ul>	

- Integrated Google Calendar API with batch processing capabilities handling 100+ concurrent event operations; implemented retry logic and rate limiting for API stability

#### **TRATOM – Distributed A/V Recording System** – Python, Django, FFmpeg, REST API 2022

- Refactored monolithic Python application into Django microservices architecture; enabled concurrent recording across 50 classrooms while reducing CPU utilization by 25%
- Developed REST API for real-time monitoring and control of distributed recording nodes; improved system observability and reduced incident response time by 50%

### **TECHNICAL SKILLS**

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**Programming Languages:** Go (Golang), PHP, Python, JavaScript, SQL

**Backend Frameworks:** FastAPI, Django, REST APIs, Microservices Architecture

**Databases & Caching:** MySQL, Redis, Query Optimization, Database Indexing, Connection Pooling

**Cloud & Infrastructure:** Docker, Linux, Git

**APIs & Integration:** RESTful API Design, WebSocket, Webhooks, OAuth 2.0, JWT Authentication

**Tools & Technologies:** Postman, FFmpeg, WebSockets, Distributed Systems, Message Queues

**Development Practices:** Code Review, System Design, Monitoring & Logging

### **EDUCATION**

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#### **Bachelor of Science in Information Technology**

2020 – 2023

University of Mumbai

Mumbai, India

CGPA: 8.4/10 (Distinction, Top 15% of class)

*Relevant Coursework:* Distributed Systems, Database Management Systems, Data Structures & Algorithms, Software Engineering

### **CERTIFICATIONS & ACHIEVEMENTS**

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#### **Oracle Cloud Infrastructure 2025 Certified Generative AI Professional**

2025

Oracle Corporation

**Performance Achievement:** Reduced system response time by 65% (330ms to 115ms) serving 35,000+ active users through Redis caching implementation and database query optimization strategies