



Niharika Singh

Lead Software Engineer

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Dynamic and results-driven professional with a stellar 10-year track record spearheading and delivering mission-critical projects. Adept at leading, managing, and developing complex software initiatives across the entire development lifecycle.

I focus on documentation, user-centric design, security and scalability to build products that make a positive impact on user's lives.

EDUCATION

IIIT – ALLAHABAD

Bachelor in Technology
2009 - 2013

- Graduated with 8.23 CGPA
- Scored a prefect **10/10 in the Graduation Project** (SAP Labs internship)
- Developed a Facial Recognition software as thesis project using R/Matlab

EXPERIENCE

LEAD ENGINEER

Innovation Upstream ||
Manitoba, Canada
[Remote, India]
Nov 2022 - Present

Golang, Google Cloud Platform, K8s, firestore, Docker, GRPC, Bugsnag, Gitlab CI, Centralised Crypto Currency Exchange, Bazel, Github actions, Firebase, Tilt, Bash, Perl scripting, Vercel

- Developing a **centralised crypto exchange**; serving as **Full Stack Engineering Lead** while actively contributing to development.
- **Managing** product launch and releases, ensuring seamless cross-team collaboration between QA/devs for timely feature delivery.
- Overseeing scrum planning, standup updates, **assigning tickets, dev resource allocation** and Roadmap **planning**.
- Managing and reducing tech debt through systematic initiatives like integrating **Bugsnag** for robust error tracing and logging.
- Managing Google Cloud Platform (GCP), **owning** end-to-end processes, overseeing iOS/Android deployments, and ensuring product stability.
- **Independently drove** the **migration** of our extensive code repository and CI/CD pipelines from GitLab to GitHub (including Github actions), improving workflow efficiency and pipeline stability.
- Took **ownership** and built many core product features: **Buy/Sell crypto** with Nexus as liquidity provider, **KYC verification** (SumSub), **international payments**, and **user authentication** via Firebase SDK.
- Created comprehensive and **meticulous documentation**, aiding in team collaboration and knowledge transfer.
- Successfully **migrated** complex Golang monolith BE to **microservices** architecture, significantly improving development productivity.
- Introduced **unit tests and component-based testing** to backend, enhancing code quality and reliability.
- Engaged in collaborative **pair programming** sessions to foster knowledge sharing and resolve development roadblocks.
- **Doing integrations** with providers like Banxa, Circle, Moonpay to enable crypto exchange and seamless payments on the platform.
- Rewrote backend application from Node.js to Golang, optimizing performance and scalability.
- Streamlined frontend deployment, migrating from Firebase to Vercel for faster releases.



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EXPERIENCE

SENIOR SOFTWARE ENGINEER

Hellofresh || *Berlin, Germany*
November 2020 - July 2022

Golang, Kafka, Kubernetes, Docker, Graylog, DDD, TDD Honeycomb, AWS, concourse CI/CD, Spinakker

- Worked in **Payments Tribe** to launch robust payment features, boosting **net acceptance rates** and **profit margins**.
- Introduced automated payments via config based **batch processing**, leveraging AWS, Kafka, and Docker for streamlined operations.
- Abstracted out the **critical** payment routing flow **into a new service**, allowing us to optimise providers and acquirers for each transaction.
- This resulted in achieving a massive **2x acceptance rate increase** (recovering lost payments) across all countries.
- Integrated **Forter** and **Spredly** through A/B tests, further improving payment acceptance rates and routing strategies.
- Led a company-wide initiative to migrate away from legacy systems, contributing to enhanced scalability and agility.
- Engaged all the cross functional squads in our entire Tribe to take part in learning and initiative drive
- As part of the drive, I myself pursued Domain Driven Design (DDD) knowledge, driving team event-storming sessions for innovative solutions.

LEAD SOFTWARE ENGINEER

Q2 || *Bengaluru, India*
April 2019 - Dec 2019

Java, AWS batch, Docker Kubernetes, Salesforce, AWS, Serverless, Jenkins, Terraform, TDD, Spring Boot

- Implemented Batch Job System to reduce Salesforce dependency and to improve performance and scalability.
- The new system was able to process **millions** of Loan/Lease Applications per day, a **50x improvement** on earlier implementation.
- Designed and implemented this external system using **AWS/Docker** to dockerize batch jobs and automatically scale to handle the load easily.
- Achieved over **90% code coverage** using Mockito tests.
- Used Terraform to manage and version infrastructure

SENIOR SOFTWARE ENGINEER

Unacademy || *Bengaluru, India*
Aug 2018 - Dec 2018

Golang, Python, Django, Elastic Search, Docker, AWS, Dynamo DB, Honeycomb, Jenkins, TDD

- Used **ElasticSearch** to introduce **Search** and **Auto-complete** features in the core product.
- Introduced Educator Statistics into the platform, that collects important info regarding weekly, monthly and yearly progress and **tracks** user milestones.
- This helped in streamlining API usage across products **reducing unnecessary load on servers**.
- Created a new bookmarking micro-service using Golang.
- Implemented Lesson feed micro-service.
- Implemented a mechanism to capture **fake user watch cycles** using **Serverless** and **AWS lambda**, **drastically reduced** company cash outflow going out to fake users.



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EXPERIENCE

SENIOR SOFTWARE ENGINEER

JiffleNow || *Bengaluru, India*
Sept 2016 - April 2017

Ruby on Rails, Docker, AWS, concourse CI/CD, TDD

- Built a Transport Layer micro-service from scratch.
- Built a generic platform to integrate third party marketing and sales APIs on the go.
- Increased company customer base significantly by implementing **Marketo integration**.
- Did several **core feature enhancements** for the core meetings app.
- **Introduced caching and improved DB schema** to improve app performance.

SOFTWARE ENGINEER

Tinyowl || *Mumbai, India*
May 2015 - Dec 2015

Ruby on Rails, Docker, AWS, concourse CI/CD, TDD

- Developed Offer micro-service to manage restaurant offers/discounts.
- Enhanced promotion micro-service to create **accurate location specific** promotions in app for targeted marketing.
- Offer and promotion services helped **increase** restaurant and customer **onboarding rate by 20%**.
- Implemented **fault tolerant** notification microservice using Parse & GCM.
- To solve **high payment failure rates**, integrated Paytm/Mobikwik wallets.
- This reduced payment failure rates by 50%.

SOFTWARE ENGINEER

SAP Labs || *Bengaluru, India*
August 2013- April 2015

Java, ABAP, BYDesign

- As a member of platform team, worked on SuccessFactors metadata framework.
- Worked in the Quality Analysis team in building a Reporting Cockpit for KPI displays.

ACHIEVEMENTS

- Won the **Rising Star award** in **Q2** (given to **best employee in the quarter**) for implementing the batch externalisation system
- Participated in the development of project for **Green Energy Conservation** under Green ICT initiative (Govt of India)
- Received award for the **best development team** (yearly award) in JiffleNow
- Was an active member of **diversity** initiative at Hellofresh
- Was invited to and attended **Women in Tech** conference, 2023 organised by Deliveroo in Hyderabad

SKILLS

- | | | | |
|---------------------|-----------------|------------------------|------------------|
| • Java, Spring Boot | • Confluence | • Honeycomb | • Rest |
| • MVC | • Jira | • Firebase | • AWS |
| • Python, Django | • Jenkins | • MongoDB | • Terraform |
| • Golang | • Heroku, Agile | • Bazel | • Redis |
| • Salesforce | • Prometheus | • Firebase | • Elastic Search |
| • Apex Salesforce | • Graylog | • Github Actions | • RabbitMq |
| • Ruby on Rails | • Grafana | • Microservices | • Mysql |
| • NodeJs | • Docker | • GCP | • Postgresql |
| • Angularjs | • Kubernetes | • Domain Driven Design | • Neo4j |
| • Javascript | • Kafka | • Event Storming | • Github, GitLab |
| • Bash | • PHP | | • Github Actions |

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