Pankaj Malhotra

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Summary

Software Development Manager with 10 years of experience in cloud infrastructure, distributed systems, and scalable serverless architecture. Proven track record of leading high-impact teams at Amazon Web Services (AWS), improving system performance by 75%, driving 45% YoY product adoption, and mentoring engineers through promotions. Experienced in coaching using performance improvement plans to meet business expectations. Proficient in Agile methodologies, stakeholder management, performance tuning, and operational excellence. Experienced in building resilient, multi-region systems and scaling services to support millions of requests per day. Known for fostering inclusive, growth-oriented team cultures and aligning engineering execution with strategic business goals. Passionate about leading high-performing engineering teams and delivering customer-obsessed outcomes.

Experience

Amazon Web Services (AWS)   *New York, NY / Seattle, WA / Cape Town, SA*
Software Development Manager   **2021–Present**

- Led team of 8 engineers on customer notification systems for large-scale operational events, reducing Time To Notify (TTN) by 75%
- Drove 45% YoY increase in adoption by expanding service failure detection and stakeholder engagement
- Managed hiring, performance reviews, career development, and operational planning

Software Development Engineer II   **2019–2021**

- Designed and launched Chat-based routing platform for AWS Support, reducing response time by 40%
- Defined milestones with PMs, improved UX, introduced Monte Carlo estimation for delivery accuracy

Software Development Engineer I/II   **2017–2019**

- Built a globally distributed, serverless multi-leader routing system cutting case starvation by 92%
- Devised routing and prioritization algorithms, reducing AWS Support contact time by 60%

BrowserStack   *Mumbai, India*
Software Engineer   **2016–2017**

- Managed AWS infrastructure across regions, built monitoring tools with InfluxDB/Grafana
- Automated infrastructure provisioning, reducing environment setup time by over 90% (from 3 days to 2 hours)
- Developed remote debugging tools for mobile browsers, cutting debugging time by 80% (from 12 hours to 60 minutes) and accelerating enterprise client acquisition

Entrepreneurship

Zero-Waste Retail Store – South Africa

- Scaled plastic-free wellness brand, increasing customer acquisition by 28% and reducing costs by 35%
- Led end-to-end operations: procurement, marketing, finance, and community education

Skills and Tools

Technical: AWS, Python, TypeScript, Distributed Systems, Serverless Architectures, InfluxDB, Grafana, REST APIs, Event-Driven Design
Leadership: Agile, Scrum, Hiring, Performance Management, Mentorship, Operational Planning, Stakeholder Communication

Education

IIIT Hyderabad – B.Tech in Computer Science and Engineering   *2012–2016*