PRAFUL PARASHAR

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Results-driven Senior Software Engineer with ~6 years of experience in building scalable, event-driven systems and automating complex workflows.

TECHNICAL SKILLS

Python | Kafka | Django | Mysql | Docker | Redis | MongoDB | AWS | Jenkins | Integrations

WORK EXPERIENCE

MakeMyTrip

Senior Software Engineer-2   **Nov 2024 - Present**

- Built and led the data ingestion pipeline for OrbitAI, enabling personalised customer insights and improving chatbot query resolution time by 30%. **Mentored** 2 junior developers throughout the initiative.
- Reduced API response times by 50% and cut infra costs by ($23/day) through optimisation, rate limiting, and implementing probabilistic-split metrics to distribute traffic and **mitigate** blocking issues.
- **Automated scraping** of competitor data to support pricing optimisation, increasing customer retention and improving responsiveness to market dynamics.
- Led the development of a unified translation framework, **reducing localisation timelines** by 10% and driving collaboration across content, moderation, and product teams.
- **Achievement**: **Super Tripper award** for outstanding performance in innovation | Q3, 2024 at Make My Trip.
- **Initiatives**:Founded the Photography Club at Make My Trip and organised company-wide exhibitions & photowalks.

Senior Software Engineer-1   **July, 2022 - Oct, 2024**

- Streamlined moderation processes by integrating multiple workflows, **reducing processing time by 90%.**
- Built a contextual translation system with reverse lookup, reducing translation failures by 35%
- **Increased** test coverage to **~90% from 30%** using pytest and monkey patching, reducing production issues by 40%. Also established a dedicated dev environment and full tech stack, eliminating direct production deployments.

UrbanPiper | (*Series B level, B2B Startup in FoodTech space*)

Senior Software Engineer   **July, 2021 - July, 2022**

- **Led** a team of 5 developers to deliver 8 projects across 3 countries, ensuring on-time delivery and high-quality outcomes.
- Developed and maintained the **SaaS** layer for integrations with Zomato, Swiggy, Pizza Hut, McDonald's, etc. processing **100K+ daily orders** with peaks of **1M+ orders on a single day**.
- Optimised data ingestion workflows using event-driven architecture, **reducing latency by 40%**

Software Engineer   **Aug, 2019 - June, 2021**

- Automated client onboarding processes, reducing manual effort from 3 weeks (10,000 clicks) to 10 minutes.
- **Created** comprehensive documentation and **frameworks** to onboard developers in the system.
- **Achievement**: **Sentinel Award** for outstanding performance in feature development at UrbanPiper Town Hall, 2020.

PROJECTS

SimplAi

- Trended #1 on **ProductHunt**
- Developed a dynamic suggestive question workflow for the Agent Portal, reducing query resolution time by 18% and improving customer satisfaction by **12%**.Built a scalable web crawling solution to extract **10,000+** reviews/month for enterprise hotels such as The Leela, Taj, Hilton, etc

Roundup

- Designed and launched an asynchronous communication tool using Django, enhancing team productivity and reducing burnout. Achieved "**Top Product**" recognition on **ProductHunt**.

EDUCATION

Bachelors of Technology | Computer Science | Jaypee Institute Of Information Technology   **2015 - 2019**