

# SINDHU DH

 [sindhudh7@gmail.com](mailto:sindhudh7@gmail.com)

 +919742749401

 [Linkedin](#)

 Bengaluru

Senior Software Engineer with over 4+ years of experience leading cross functional teams Strong code ownership & product thinking and delivering innovative solutions, Proven expertise in integrating AI/ML models using popular frameworks like Flask and Django and Adept in agile practices and CI/CD pipelines, ensuring reliable and maintainable code delivery.

## WORK EXPERIENCE

### Apexon | Engineer II

September 2024 - Present

- Developed backend architecture for **Genesys**, an AI-based web app using OpenAI GPT models, with Python, Django, and SQL to manage workflows. Wrote and maintained unit tests to ensure software reliability.
- Designed and implemented APIs from scratch for features like Text-to-Text and Text-to-Image. Ensured that applications adhered to security best practices, including data encryption using **KMS** and secure authentication with **SSO**.
- Integrated AWS CloudWatch for streamlined backend service monitoring and debugging. Wrote technical documentation covering APIs, workflows, and database designs to support development and onboarding.
- Spearheaded **Kafka-based** event-driven pipelines to handle asynchronous communication and real-time data processing, Integrated **LLM-backed document summarizer** using GPT-4
- Implemented service-level monitoring and logging for all backend services. Enhanced service observability with Prometheus and Grafana dashboards.
- Designed a modular framework to support plug-and-play microservices

### Pine Labs | Senior Software Engineer

October 2020 - August 2024

- Designed and implemented scalable, high-performance web application **"QWIKWRAPPER"** and APIs using Python, Django, and Flask for a range of clients in SaaS and FinTech domain.
- Successfully led migration of legacy monolith to a service-oriented architecture
- Built Python scripts and services to automate business processes and enhance system performance, a middleware service between the product app and ticketing tools to handle various inputs (Email, APIs, SFTP, file formats) using Flask. **Automated testing pipelines, reducing manual QA cycles by 30%**. Designed a real-time order processing system using AWS Lambda.
- Built rule engine** for automatic identification of SOP leveraging data models in both SQL and MongoDB, which reduced the SLA by 50%. Resolved production issues in a timely manner, ensuring minimal downtime for mission-critical services. Contributed to a messaging platform leveraging Kafka for asynchronous task handling.
- Automated recurring issue resolution processes, improving incident responses time by 40%.
- Architected asynchronous task pipelines using Kafka queues to process high-volume data workloads.
- Lead the team of four people in building automation test suites using **Pytest** for regression testing and Collaborated with Devops team for Implementing automated deployment process which reduced the testing and deployment time by 80%.
- Led the development of automated service solutions for helpdesk requests, achieving an 85% reduction in support SLA. Participated in code reviews, providing feedback to improve code quality. Collaborated with cross-functional teams and Integrated **Jira Service Management, Jira Cloud, Manage Engine Service Desk, AWS, UiPath Orchestrator**, and internal application to the web server.
- Built Dashboard for Helpdesk SOP's using HTML, CSS, and flask and provided role based access by implementing **single sign on using Google/Microsoft**.
- Integrated many data storage solutions Databases (MySQL, Mongodb), Key-value store, **AWS storage buckets(S3)** and **Key Management Service(KMS)** to streamline database interactions, optimize performance and enhance security.
- Designed and developed an unattended Robot leveraging UiPath Robotic Enterprise Framework and successful in building UI automations which reduced the human efforts on the task by 40%.
- Implemented **automated exception handling and logging** for production-grade code

## INTERNSHIP

Krackinpvt limited, Bengaluru

August 2019 - January 2020

- Conducted thorough exploratory Data Analysis using Tableau, extracting actionable insights to inform Decision making process using Google Play Store Dataset
- Designed and implemented an interactive chatbot tailored for healthcare sector enhancing accessibility and efficiency in patient Interactions

## TECHNICAL SKILLS

**Languages:** Python | Java | C | C++ | HTML | CSS | Java Script | React

**Frameworks:** Flask | Django | Pytest | UiPath ReFramework | Bootstrap

**Database:** MySQL | Mongodb | MSSQL | PostgreSQL | SQLite

**Cloud Platform:** AWS

**Tools:** Docker | Jira | Git | UiPath | Tableau | Manage Engine Service Desk | VS Code | PostMan | Bitbucket | Prometheus | Splunk

**APIs:** RESTful APIs, 3rd-Party API Integrations

**Message Brokers:** Kafka

**Automation & Scripting:** Cron Jobs | Jira and Manage Engine Service desk integration | UiPath | Python scripting | Confluence

**Version Control & Collaboration:** Git | SVN | GitLab | Agile/Scrum

**Others:** Azure OpenAi, OpenAi API's  
**OS :** Windows

## EDUCATION

Bachelor of Engineering (CS)  
2016-2020

Bapuji Institute of Engineering and Technology

## CERTIFICATIONS

AWS Cloud Practitioner (2025)

AWS Solution Architect (Inprogress)