

RAHUL KUMAR

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EXPERIENCE

Software Engineer (Backend)

Apr. 2025 – Present

Ocrolus - Team Automation

India (Remote)

- Owned the **Template Parser Service (TPS)** for automated bank statement processing, resolving critical client issues and improving extraction effectiveness to **90%+** for top-tier banks
- Built **RFB test suites** in **Java (Spring Boot)** to continuously validate TPS behavior and trigger alerts on test failures
- Designed and developed a **RAG-based chatbot (Ollie)** for CX support, implementing **vector embeddings** and **LLM-based** retrieval from data
- Led end-to-end delivery of Ollie, including **HLD, LLD, infrastructure setup, load testing, and production readiness**

Software Development Engineer-I, Backend

Nov. 2024 – Mar. 2025

Zomato - Team OneSupport

Gurugram, Haryana, India

- Worked on **OneSupport**, a backend SDK powering post-order support across Zomato, Blinkit, District, and Hyperpure
- Led SDK **integration** into the Merchant KAM (Key Accounts Manager) app, delivering features and fixes for rollout, improving ticket resolution **metrics** via **automation-driven** escalations
- Played a key role in optimizing infra costs by **\$7,000+** p.m. through efficient data management: enabling **SQS bulk fetching**, adding pre-enqueue **validations**, merging low-usage **workers**, and **archiving** old MongoDB data
- Resolved a **authorization** bug, preventing Vendor Managers from accessing tickets outside their scope, ensuring data privacy

Software Development Engineer

Aug. 2023 – Oct. 2024

Jio Platforms - Team Jio Edge Cloud

Navi Mumbai, Maharashtra, India

- Built backend services for the **Jio Edge Cloud** platform, including a datacenter management tool that reduced cluster provisioning time by **70%** by replacing manual workflows
- Developed **Go REST APIs** backed by **MongoDB**, leveraging aggregation pipelines for efficient and scalable data access
- Implemented fine-grained authorization using **OpenFGA**, enabling policy-driven access control across platform resources
- Integrated **Cisco APIC** APIs to fetch switch metadata and expose it via internal backend services
- Containerized backend services using **Docker** and deployed on **K8s**, across **VM-based** and containerized environments

EDUCATION

Indian Institute of Technology Indore


Jul. 2019 – May 2023

B.Tech. in Electrical Engineering

Overall CGPA: 8.49

PROJECTS

Online Chess Platform | *ExpressJS, REST APIs, WebSockets, MongoDB, ReactJS*

Jun. 2021 – Aug. 2021 

- Built a real-time multiplayer chess platform using **WebSockets** to enable low-latency 2-player gameplay
- Designed & implemented core chess engine logic with move validation, turn enforcement & illegal-move prevention
- Implemented secure authentication using **JWT** and **bcrypt**, managing session state via HTTP cookies
- Developed REST APIs using **Express.js**, persisting game state and user data in **MongoDB** schemas

Notes Managing Application | *Django, REST APIs, MySQL*

Feb. 2021 

- Built REST APIs using **Django**, enabling secure and scalable note creation, retrieval, updates, and deletion
- Modeled relational data in **MySQL** with optimized queries and schema design to ensure data consistency and persistence

TECHNICAL SKILLS

Languages & Frameworks: Go, Python, C/C++, Java, JavaScript, Flask, Spring Boot

Backend, Data & AI Systems: REST, gRPC, Microservices, Authentication & Authorization, Async Processing, PostgreSQL, MongoDB, Redis, Kafka, LLM Integration, RAG, Embeddings, Vector Stores, Prompt Engineering

Platform & Infrastructure: Docker, Kubernetes, Linux, Logging, Monitoring, Observability, Debugging, Git, Cursor

ACHIEVEMENTS

- ICPC:** Secured top **9.4%** (Rank 471 out of 4990+ participating teams) in ICPC Preliminary Round 2021
- MCM Scholarship:** Consistently recognized among the **top 10%** students each semester, receiving MCM Scholarship
- CP/DSA:** Solved **1K+** problems on LeetCode([rahul-rj](#)), Expert on Codeforces([rahul_rj](#)) & 4* on CodeChef([rahul_rj](#))
- Gold Medal in Intra-IIT Sports Meet:** Awarded **Gold Medal** on achieving **1st rank** in chess competition

RESEARCH PUBLICATION

A. Iqbal, **Rahul Kumar**, U. Soni and T. Jain, "LSTM Based Real-Time Transient Stability Assessment Using Synchrophasors," *2024 6th Global Power, Energy and Communication Conference (GPECOM)*, Budapest, Hungary, 2024, pp. 339–344, doi: 10.1109/GPECOM61896.2024.10582708.