RAHUL KUMAR

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EXPERIENCE

Software Engineer (Backend)
Ocrolus - Team Automation
Apr. 2025 – Present
India (Remote)

- Owned the **Template Parser Service (TPS)** for automated bank statement parsing, processing **220K+ daily requests** across **1800+ banks** and optimizing extraction logic to achieve **90%+** accuracy for the top 20 high-volume banks
- Resolved **15+** critical client-reported parsing failures, debugging extraction logic and deploying fixes to ensure reliability
- Developed the TPS monitoring module for the **Ready for Business (RFB)** synthetic testing suite in Java (Spring Boot) — safeguarding production health by detecting critical regressions instantly, enabling **zero-impact** rollbacks
- Architected **Ollie**, a RAG-based support chatbot using Python, LangChain, OpenAI embeddings, and PGVector — driving end-to-end delivery from HLD/LLD to production
- Designed infrastructure and load-testing pipelines for Ollie, reducing **p90 latency by 75%** and achieving **99.9%** request success rate at peak load
- Mentored an intern across TPS and Ollie, guiding them through design reviews, code reviews, and production debugging

Software Development Engineer-I, Backend
Zomato - Team OneSupport
Nov. 2024 – Mar. 2025
Gurugram, Haryana, India

- Shipped features for **OneSupport**, a backend SDK powering post-order support across Zomato, Blinkit, District, and Hyperpure — including agent inactivity alerts, customer history tracking, and ticket automation enhancements
- Managed platform reliability via rotational **on-call**, resolving production incidents and sustaining 24/7 uptime
- Led the end-to-end integration of OneSupport SDK into the Merchant KAM app, launching automation-driven escalations to reduce manual intervention for high-priority tickets
- Drove infra cost optimization saving **$84K+/year** — via SQS bulk fetching, pre-enqueue validations, merging low-usage workers, and archiving stale MongoDB data
- Patched a critical production **authorization** vulnerability flagged during compliance review, where Vendor Managers could access tickets outside their scope — affecting all platform users

Software Development Engineer
Jio Platforms - Team Jio Edge Cloud
Aug. 2023 – Oct. 2024
Navi Mumbai, Maharashtra, India

- Designed and built a **datacenter management platform** in Go, replacing error-prone Excel-based provisioning with automated APIs — cutting Kubernetes cluster provisioning time by **70%** and eliminating manual errors
- Built REST APIs backed by MongoDB aggregation pipelines for datacenter inventory and cluster lifecycle management
- Integrated Cisco APIC APIs for real-time switch metadata ingestion, powering infrastructure monitoring dashboards
- Implemented **RBAC** using **OpenFGA**, replacing an all-access model with scoped, cluster-level permissions — enforcing resource isolation so only authorized users could access infrastructure, per compliance policy
- Developed a **cluster sharing** feature on OpenFGA's relationship model, enabling scoped access delegation across teams

TECHNICAL SKILLS

Languages & Frameworks: Go, Python, C/C++, Java, Flask, Spring Boot
Backend & Databases: REST, gRPC, Microservices, PostgreSQL, MongoDB, Redis, Kafka, SQS, OpenFGA
AI/ML: LangChain, OpenAI, RAG, PGVector, Embeddings, LLM Integration
Infrastructure & Tools: AWS (S3, EC2, SQS), Docker, Kubernetes, Linux, GitHub Actions, Grafana, PagerDuty, Prometheus

PROJECT

Distributed API Gateway | *Go, Redis, Prometheus, Docker, WebSockets*
Jan. 2026 – Feb. 2026 ○

- Built a distributed API gateway in **Go** with JWT auth, sliding window rate limiting, and fail-open resilience — sharing state across horizontally-scaled instances via atomic **Redis Lua scripts**
- Implemented a **circuit breaker** to detect downstream failures and short-circuit requests, preventing cascading outages across services
- Integrated **Prometheus** metrics and alerting with a real-time request pipeline visualizer powered by **WebSockets** and Redis Pub/Sub
- Automated CI/CD with **GitHub Actions** running unit & E2E tests across 4 languages, with fully containerized builds via **Docker**

EDUCATION

Indian Institute of Technology Indore
B.Tech. in Electrical Engineering
Jul. 2019 – May 2023
Overall CGPA: 8.49

ACHIEVEMENTS

- **ICPC 2021**: Ranked **471 / 4990+** teams (top **9.4%**) in ICPC Preliminary Round, competing against top programmers across India
- **Codeforces**: Achieved Global Rank **114 / 26K+** participants (top **0.4%**) in Codeforces Round 889 (Div 2)
- **CP/DSA**: Solved **1K+** problems on LeetCode(**rahul-rj**), Expert on Codeforces(**rahul_rj**) & 4* on CodeChef(**rahul_rj**)
- **MCM Scholarship**: Consistently recognized among the **top 10%** students each semester, receiving MCM Scholarship
- **Research Publication**: Co-authored "LSTM Based Real-Time Transient Stability Assessment Using Synchrophasors," published at **IEEE GPECOM 2024**, Budapest — proposing a data-driven LSTM model for real-time power system stability prediction