

Sai Venkat

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EXPERIENCE

Software Engineer | PathSynch Labs, Atlanta, USA (Remote)

Apr 2025 – Present

- Built logic and UI for **ShortURL** and **QR Code** creation using **ReactJS**, **TypeScript**, and **Java**, storing data in **Google Firestore** with latency under **40ms**.
- Implemented real-time sync between **MongoDB** and **BigQuery** using **Google VM** and **Pub/Sub**, maintaining less than **5-second lag** for analytics on **100,000+** records.
- Deployed **ShortURL-QRCode API** on **Google VM**, achieving **99.98% uptime** and processing **10000+ redirects daily** via custom domain **qrsyn.ch**.
- Generated sentiment word clouds from **Google Places** reviews using **VertexAI NLP**, analyzing **1,200+ reviews/week** with **92% accuracy**.
- Leveraged **prompt engineering** on **Gemini AI** to generate comprehensive competitor insights—analyzing **strengths**, **weaknesses**, and **growth opportunities** against the top **5 competitors** within a **10-mile radius**, and ranking them.
- Created subscription-based access control with **Java** and **Firestore**, supporting **3-tier plans** with enforced limits up to **1000 Short URLs** and **200 QR Codes/user/month**.
- Integrated **Stripe API** for recurring payments, automating billing for **3-tier plans** with real-time webhook handling and subscription state updates. Supported **500+ active sessions per month** with **less than 2-second** payment confirmation latency.
- Built dynamic logic for subscription upgrades and cancellations, syncing with **MongoDB** and enforcing plan limits without downtime. Handled **100+ tier changes per month** while maintaining **100% data consistency** across user sessions.
- Tested and deployed features to **AWS EC2** using **Nginx reverse proxy**, maintaining **99.9% stability** and handling **2,000+ API requests/day**.
- Automated deployment pipeline using **GitHub Actions** with **self-hosted EC2 runners**, incorporating multiple **failsafes in YAML workflows** to ensure reliable, hands-off deployments.

Software Engineer | Truvig Systems, India

Feb 2021 – Nov 2022

- Engineered a **dashboard** using **Java**, **ReactJS**, and **RESTful APIs** to display performance reports of customer representatives over **30 days** with **filter & sort operations**, increasing issue visibility by **17%** and improving performance management by **22%**.
- Leveraged **SendGrid API** to streamline user onboarding with automated **verification emails**, and implemented **real-time notification delivery** to enhance user engagement.
- Created a **single-page application (SPA)** using **HTML**, **CSS**, **ReactJS**, **Java**, **MySQL**, and **Oracle11g** to provide personalized data and alerts, increasing profile utilization by **65%**.
- Implemented a **business/personal profile settings page** using **ReactJS**, **Tailwind CSS**, **Java**, and **npm** to maintain the most up-to-date user profile data across the system.
- Designed and developed a comprehensive **Knowledge Box** feature allowing users to input business data—such as **Ideal Customer Profiles (ICPs)**, **product/service details**, **value propositions**, and **key pain points**—to deliver a personalized experience for both users and their customers.
- Performed **stress and unit testing** and deployed features to **AWS EC2** using **Docker**.
- Collaborated with teams in an **Agile** environment using **JIRA**, reducing the product timeline by **32%**.
- Maintained and troubleshoot **CI/CD pipelines** using **Jenkins** and **Docker**, achieving early deployment by **2 weeks**.

Associate Solutions Engineer | Pega Systems, India

Jul 2019 – Feb 2021

- Built a feature for managing **call transfer reasons** using **HTML**, **CSS**, **JavaScript**, **ReactJS**, and **NodeJS**, enhancing customer service efficiency and reducing issue resolution time by **25%**.
- Resolved an average of **3 bugs/day**, totaling around **60 fixes** during the regression phase, resulting in a **32-point** increase in compliance score—from **65 to 97**.
- Formulated and implemented **intelligent routing logic** in **Java** using the **Spring framework**, optimizing incoming requests and increasing resolution speed by **65%**.
- Developed the '**CTI (Computer Telephony Integration) link setup**' **API in Java**, allowing admins to start, stop, restart, and perform **CRUD** operations on CTI links such as **CISCO ICM**, improving customer engagement by **72%** via phone calls.
- Developed a **notification settings** feature enabling users to receive alerts via **email**, **SMS**, or **push notifications**, integrated using **SendGrid**, **Twilio**, and **browser push with VAPID**. Built with **React.js**, **Tailwind CSS**, and **Lucide-react** on the frontend, and integrated with a **Java Spring** backend.
- Engineered the 'Interaction Configurations' microservice, enabling admins to customize interaction experiences for chat, or call using **JavaScript**, **JQuery**, and **SOAP**, with data exchange in **XML** and **SQL**, resulting in a **35%** increase in customer satisfaction.

TECHNICAL SKILLS

Programming & Databases: Java, Python, SQL, NoSQL, MySQL, PostgreSQL, MongoDB, Oracle

Web Technologies: HTML5, CSS, JavaScript, TypeScript, ExpressJS, ReactJS, NodeJS, Tailwind, Bootstrap

Libraries & Frameworks: Pandas, TensorFlow, Scikit-Learn, Matplotlib, Django, D3JS, JSP, Spring Boot

Cloud Platforms & Tools: AWS, GCP, Git, GitHub, Docker, Kubernetes, Nginx, Jenkins, Apache Kafka, WebSockets

Additional Expertise: SHadoop Stack, Airflow, Kafka, NiFi, PostgreSQL, Linux, TDD, GraphQL

EDUCATION

University of North Carolina at Charlotte | Charlotte, NC

Jan 2023 – May 2024

Master of Science in Computer Science

Osmania University | Hyderabad, India

Aug 2015 – May 2019

Bachelor of Engineering in Computer Science