Shreyas Gupta

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EXPERIENCE

- **Sprinklr** — Gurugram, Haryana
  Product Engineer - Backend — *Jan 2023 - Present*
  - Refactored a continuously running voice call router into an **event-driven** model, **improving CPU utilization** of the call-routing engine by **up to 33%**.
  - Benchmarked multiple deep-cloning libraries for speed, accuracy, and CPU usage, and created a custom deep-cloning utility that **improved performance by 6-8x** for mission-critical workloads.
  - Led a distributed architecture refactor of the call-routing engine, transitioning from a master-slave model to a **Redis-powered** distributed system, **severely improving on high availability and fault tolerance**
  - Designed and implemented a base-level interceptor to **simulate service outages** (e.g. Elasticsearch outage, Redis outage, etc) in a microservice, effectively measuring and helping **reduce the blast radius** across various modules to make the system more **fault tolerant**.
  - Developed a **Kafka-powered** monitoring framework for our call-routing engine, aggregating real-time performance and operational metrics plotted through **Kibana** dashboards, helping **minimizing downtime** through **faster issue identification**.
  - Eliminated Elasticsearch dependency from a mission-critical workflow by implementing **asynchronous data sync** and **Kafka-based retries**, **reducing the impact of Elasticsearch outages** on critical flows.

- **Sprinklr** — Remote
  Product Engineer Intern - Backend — *May 2022 - July 2022*
  - Wrote a **Spring Boot** service to fetch and analyze historical case routing state of a customer care agent. Worked with **MongoDB** and **Elastic Search**.
  - Wrote a **Spring Boot** service to **automate testing** for chatbots. Worked with **MQTT protocol** for communication with the bot.

- **Logward** — Remote
  Backend Developer Intern — *May 2021 - July 2021*
  - Wrote a **monitoring engine** to monitor mission critical data pipelines helping find points of failure faster and automating retries.
  - Wrote the micro-service in **Typescript** and also wrote **.NET and Python libraries** to integrate with services involved in pipeline. Worked with many AWS services like SQS and S3. Also had exposure to **Kubernetes**.

EDUCATION

- **Indian Institute of Information Technology, Allahabad** — Prayagraj, India
  Bachelor of Technology - Information Technology; GPA: 8.93 — *July 2019 - June 2023*

SKILLS SUMMARY

- **Languages:**   Java, Python, Node.js, JavaScript, C++, SQL
- **Frameworks:**   Spring Boot, ExpressJS, Socket.io
- **DBs and Tools:** MongoDB, Elastic Search, Redis, Kafka, MySQL, Git

PROJECTS

- **PuzzleDash**
  https://puzzledash.shreyasgupta.in — *Jan 2022*
  - A chess minigame where you solve a series of chess puzzles with increasing difficulty in limited time.
  - Hosts **50+ monthly active users**.
  - Worked with Socket.io for **realtime communication** and Node.js for the backend server.

- **Impedia**
  https://impedia.shreyasgupta.in — *April 2023*
  - Co-authored the backend of Impedia, a platform to effectively communicate grievances or requests within your organization.
  - Onboarded **4 organizations** with a total of **100+ users** in the prototype stage.
  - Developed using Nodejs(Express) with MongoDB. Implemented authentication using JWTs for multiple user types.

ACHIEVEMENTS

- Overall Winner, OpenCode'20 - A month long event organised by the technical society of IIT-A where participants are required to solve issues of varying difficulties in various opensource projects of different tech stacks.
- 4 Star on Codechef: https://www.codechef.com/users/sggts04