

# SUBHAM PANDA

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## PROFESSIONAL EXPERIENCE

### SOFTWARE ENGINEER (PAYTM)

Feb 2025 – Present

- Architected and delivered an enterprise marketing **automation platform** processing 1M+ customer lifecycle events monthly, reducing manual campaign setup time by 80% and enabling real-time personalized communications across 3 channels (Email, SMS, WhatsApp).
- Built a fault-tolerant **workflow orchestration engine** using Temporal.io and Kafka, achieving 99.9% uptime while executing 10K+ daily workflows with automatic retry mechanisms and distributed tracing for end-to-end observability.
- Designed scalable **microservices** architecture leveraging Spring Boot, implementing Strategy and Observer design patterns for multi-channel communication handlers, resulting in 40% reduction in code duplication and seamless addition of new channels without core logic changes.
- Optimized system performance by 30% through **Redis** distributed caching and event routing improvements, reducing API response times from 800ms to 280ms while handling 10K+ requests/minute during peak loads.
- Developed event-driven REST APIs with PostgreSQL for data persistence and **Kafka** for asynchronous processing, implementing **CQRS pattern** for read/write separation, enabling horizontal scaling.
- Engineered a media management system with **AWS S3** integration supporting multi-format uploads (images, videos, documents), implementing Factory pattern for file processors and achieving 99.99% file retrieval success rate with CDN integration.

### SOFTWARE ENGINEER (QUICKTOUCH TECHNOLOGIES LIMITED)

May 2023 – Feb 2025

- **Contributed to the development of QuickCampus**, a cloud-based School ERP platform used by **3,500+ schools**, by collaborating closely with cross-functional teams.
- Designed and implemented a **recruitment portal** that allowed administrators to create job listings with category-based fee concessions and enabled applicants to apply and track application status, simplifying the hiring workflow.
- **Integrated WhatsApp across key modules**, enabling instant alerts, seamless information sharing, and improved user connectivity and engagement.

## PROJECTS

### Quick Campus – Unified EdTech Marketplace

- Built an all-in-one platform that integrates academic, administrative, and communication workflows for modern educational institutions.
- Delivered a comprehensive EdTech marketplace offering tools and solutions tailored to diverse school needs and goals.
- Created a connected ecosystem enabling students, parents, schools, and vendors to access and exchange educational resources in one place.

## EDUCATION

### Bhubaneswar Engineering College

Bhubaneswar

Bachelor of Technology (B.Tech)

Aug 2019 - May 2022

### Masai School

Bangalore

Full Stack Web Development

May 2022 - Mar 2023

## SKILLS & OTHER

### Languages:

Java, JavaScript

### Frameworks & Technologies:

Spring Boot, Spring MVC, Spring Security, REST APIs, Microservices, Kafka

### Databases:

MySQL, Postgres, Redis

### Tools & Platforms:

Postman, Grafana, Bitbucket, Jenkins, CI/CD, Vault, Git/GitHub, IntelliJ, Jira, AWS

### Other Skills:

Data Structures & Algorithms (DSA), Object-Oriented Programming (OOP), System Design, Multithreading, Concurrency