

SUMIT GUNDAWAR

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PROFESSIONAL SUMMARY

Product Engineer specialising in **API platforms, developer experience, and third-party integrations**, with hands-on experience designing and operating **public, external-facing APIs** consumed by internal teams and third-party developers. Strong background in **Node.js, JavaScript, Python, distributed systems, and AI-enabled customer platforms**.

Currently building and operating API-driven products and integrations across **Stripe, Shopify, Magento, and Intercom**, with direct ownership of **API contracts, authentication, rate limiting, observability, documentation, and production reliability**. Brings a customer-first, platform-thinking mindset shaped by experience delivering high-scale systems for global enterprises (PepsiCo, Hilton, Unilever) and by working daily with Intercom as both an operator and power user.

SKILLS

- **Languages:** JavaScript (Node.js, Express.js), TypeScript, Python, SQL, Java
- **API & Platform Engineering:** Public REST APIs, API versioning, OAuth & Google Auth, Webhooks, Rate Limiting, API Documentation, Developer Tooling
- **Integrations:** Stripe, Shopify, Intercom, Magento, Google Merchant Centre, Meta Pixel
- **Distributed Systems:** Event-driven architectures, Queues & Workers, Idempotency, Fault Tolerance
- **Cloud & DevOps:** AWS, GCP, Azure, Docker, CI/CD, GitHub
- **Databases:** MongoDB Atlas, PostgreSQL, MySQL, DynamoDB
- **Observability:** Logging, Monitoring, Alerting, Production Debugging
- **AI & Data:** Machine Learning Pipelines, Forecasting Systems, AI-assisted Support Workflows

PROFESSIONAL EXPERIENCE

Software Engineer & Innovation Integration May 2025 - Present

By Dr Vali

London, UK

API Platforms & Developer Experience

- **Designed and built** public-facing and admin APIs **using Node.js and Express.js**, supporting external access and internal tooling with clear separation of concerns.
- **Implemented** authentication and authorization **using Google OAuth, token-based access, and role-based permissions**.
- **Built** rate-limited APIs (5,000 req/sec/IP) **with monitoring and safeguards to ensure platform stability and fair usage**.
- **Owned** API documentation, inline code documentation, and onboarding guides, enabling other engineers to integrate and extend systems quickly with minimal support.
- **Managed** source control and deployment workflows **using GitHub, CI pipelines, and cloud-hosted infrastructure (Cloudways)**.

Strategic Integrations & Customer Data Platforms

- **Built and maintained integrations with** Stripe, Shopify, Magento, logistics, and marketing platforms, ensuring reliable, near-real-time data synchronisation across systems.
- **Designed webhook-driven workflows with retries, failure handling, and observability to guarantee delivery and data consistency**.
- **Took full ownership of systems from** schema design → implementation → deployment → monitoring → iteration.

E-commerce Platform (bydrvali.com)

- **Led a full rebuild of a** Magento-based e-commerce platform **supporting 120+ services and high-volume customer traffic**.
- **Implemented distributed order, warehouse, and dispatch workflows across multiple external systems**.
- **Introduced Docker-based environments and CI/CD pipelines to improve deployment reliability and speed**.

Internal Clinical Platform (BDV Portal)

- **Built a secure internal platform used daily by clinicians to manage patient data, treatments, and service workflows**.
- **Designed data models, authorization layers, and automated protocol-generation logic**.
- **Acted as on-call engineer, resolving production incidents and ensuring high availability during live operations**.

AI-Enabled Customer Support (Intercom)

- **Implemented and operated** Intercom as the primary customer support platform, handling all inbound customer communication.
- **Configured and trained** Intercom Fin AI **using brand-specific language and historical conversations to improve automated resolution rates**.
- **Implemented** AI-based chat summarisation and feedback loops, enabling the system to learn from prior conversations and improve future responses.
- **Used insights from support interactions to drive API improvements, bug fixes, and workflow automation**.

Impact:

Contributed to 13+ shipped projects and directly supported ~£80k revenue growth through improved reliability, sales, customer experience, and system stability.

Data Analyst

LatentView Analytics | PepsiCo Supply Chain Analytics (Azure, PySpark, Databricks, PowerBI)

June 2021 - June 2023

Remote

- Built event-driven, distributed data pipelines processing 25M+ weekly records using PySpark and Azure Databricks.
- Designed systems where weekly sales data ingestion automatically triggered forecasting pipelines, generating 8-week demand forecasts.
- Ensured high availability and fault tolerance across data storage and compute layers.
- Optimised large-scale jobs, reducing processing time from 13 hours to 8 hours.
- Delivered forecasting and optimisation systems contributing to \$200M+ revenue impact.
- Collaborated closely with product, business, and IT stakeholders to deliver production-ready systems.

KEY PROJECTS

Demand Planning Disaggregation

PepsiCo Supply Chain Analytics

Sep 2021 – June 2023

- Engineered multi-source ETL pipelines integrating Azure Data Lake, Teradata, Presto, and SQL Server.
- Implemented validation, monitoring, and failure-handling mechanisms to protect data quality.
- Designed dashboards for real-time observability of demand trends and system health.

Customer Data Architecture & Analytics

Hilton

June 2022 – April 2023

- Built analytics pipelines analysing 100+ behavioural features.
- Developed ML models for segmentation and pattern analysis.
- Delivered systems improving customer retention by 26% and ~\$10M annual revenue.

EDUCATION

University of East London

September 2023 - September 2024

GPA: 8.5

Master's, Data Science

- Thesis: Anomaly Detection in Stock Market Data Using Deep Learning on Cloud Platforms (Distinction Grade).
- Coursework: Advanced ETL pipeline design, cloud-based data engineering (Azure), and statistical modeling.
- Leadership: Access & Participation Student Board Member – Mentored underrepresented students in tech career pathways.

Vellore Institute of Technology

July 2019 - June 2021

GPA: 9.26

Master's, Computer Applications

- Thesis: Object Detection Using Transfer Learning on CIFAR-10 Dataset (96% Accuracy | Published in IEEE Conference).
- Key Projects:
 - Built a computer vision system using OpenCV for real-time face detection and filter applications (e.g., infrared, grayscale).
 - Developed a breast cancer detection model using deep learning (TensorFlow), showcased at IEEE.

CERTIFICATIONS

- Applied AI with Deep Learning (Coursera) – January 2024
- Advanced Machine Learning and Signal Processing (Coursera) – September 2023
- Google Cloud Platform Fundamentals (Coursera) – May 2020
- AI From the Data Center to the Edge (Intel) – March 2020

ACHIEVEMENTS

- Outstanding Performance Award (December 2021) - LatentView Analytics
- Outstanding Performance Award (September 2021) - LatentView Analytics
- Merit Scholarship (September 2020) - Vellore Institute of Technology
- Programming Competition Winner (April 2018) - Savitribai Phule Pune University