PANKAJ SINGH

B. Tech. (CSE), NIT Kurukshetra, India. (2007-2011)

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Sr. Software Development Engineer, Amazon

10+ years of professional hands-on experience in development of diverse set of systems like desktop applications, web applications, application frameworks and low-latency, high-availability, horizontally-scalable cloud services.
Disambiguating complex problem to build futuristic and maintainable solution is my daily job.

TECHNICAL EXPERTISE

- Building horizontally scalable, high availability, low latency distributed systems
- AWS: ECS, Lambda, CloudFront, SQS, Step Functions, Route53, API Gateway, SNS, S3 etc
- Fair understanding of web application development
- Programming/scripting/markup Languages: Java, C++, Python, shell script, JS, TypeScript HTML, PHP, JSP
- Frameworks: Spring, Guice, Dagger, React, Hibernate, MyBatis, iBATIS
- DB: MySQL, PostgreSQL, AWS DynamoDB

LEADERSHIP EXPERTISE

- Building technical vision of the team and org.
- Developing team's roadmap keeping its tech vision in mind.
- Hiring, Mentoring, Developing other SDEs.
- Owning end to end delivery of the systems.
- Leading processes / mechanisms for knowledge sharing, design reviews, and operational and engineering excellence.

Professional Experience

2018 - Present   *Sr. Software Development Engineer*   Worldwide Capacity Planning Technology, **Amazon**

- Leading development of multi-year visionary project of the org with 40 developers to build unified human capacity planning application which can forecast the needs, plan for the agents in advance and mitigate any real time deficit as an integrated product.
- Led the team of 10 developers to develop Real time workforce optimization system to detect and mitigate the agents' supply deficit in real time, saving more than $6M YoY by reducing the Service Level miss by 10% and increasing agent occupancy by 2%.
- Other roles and responsibilities included - Team's roadmap planning, mentoring SDEs, driving design reviews for the org, Operational load reduction initiatives and promoting engineering excellence.

2013 - 2018   *SDE-II, SDE-I*   CS Customer Notification and Website Framework, **Amazon**

- Led the team of 6 developers to develop distributed web application framework for Customer service application to migrate away from the 10 years old legacy monolithic application, enabling 35+ teams to manage the deployment cycle of their part of web application independently of other teams, with 800 hours of SDE effort saving every month for the org and saving ~10 forced release rollbacks every year.
- As a member of the team, developed several features of the Customer Notification System responsible for generating notification. Added generic support for alternative notifications content types like SMS and migrated notification content storage to AWS S3.

2011 - 2013   *Sr. SDE, SDE*   RnD team, **Drishti Soft Solutions, Pvt. Ltd.**

- Developed and improved core call routing application, conference call support, softphone, reporting system and brought in engineering excellence by building code generation tool to avoid manually writing code for inter-process/service communication.