

Shreyas Gupta

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EDUCATION

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

EXPERIENCE

- **Sprinklr** Gurugram, Haryana
May 2025 - Present
 - **Senior Product Engineer - Backend**
 - * Led the **distributed architecture refactor** of our call-routing engine:
 - Redesigned a master-slave architecture to a **Redis-backed distributed system**, with **Zookeeper** for **distributed locking** to ensure correctness.
 - Achieved **horizontal scalability** resulting in over **40% infra cost reduction** for the engine.
 - **Reduced** critical service **downtimes** to **zero**, severely improving on **fault tolerance** and **high availability**.
 - Ensured careful balance of **high availability, reliability, correctness, and speed**
 - **Product Engineer - Backend** Jan 2023 - Apr 2025
 - * 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.
 - * 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.
 - **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
May 2021 - July 2021
 - **Backend Developer Intern**
 - * 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**.

SKILLS SUMMARY

- **Languages:** Java (Spring Boot), Python, Node.js (ExpressJS), JavaScript / TypeScript, C++, SQL
- **DBs and Tools:** MongoDB, Redis, Kafka, Elastic Search, MySQL, Git
- **Cloud/Infra:** Kubernetes, Docker

PROJECTS

- **PuzzleDash** Jan 2022
<https://puzzledash.shreyasgupta.in>
 - 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** April 2023
<https://impedia.shreyasgupta.in>
 - 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.