ANKIT RAI

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SUMMARY

Experienced Software Engineer with 10.5 years of expertise in building and designing distributed systems. Possessing a strong foundation in data structures, algorithms, and a keen interest in developing scalable software solutions. Demonstrated expertise in system architecture, data modeling, and performance optimization.

EXPERIENCE

Lemonade

Senior Software Engineer   Dec 2021 – Present

- Tech stack: Typescript, Ruby, NestJS, PostgreSql, AWS, Datadog, React
- Technical Lead for the development initiatives for the CX (customer experience) platform and Billing squad, ensuring smooth project execution and delivery.
- Designed and developed robust system integrations with Twilio (SMS), Zendesk (email), and Talkdesk (IVR phone calls), greatly enhancing customer interaction and communication capabilities.
- Engineered an AI-powered chatbot that enabled users to autonomously handle their requests, minimizing the need for escalation to live agents.
- Architected the integration with ada.cx chatbot, removing the development dependency for manual chat scripts creation and optimizing customer support processes.
- Led the migration of Payments data for over 100,000 users and policies from another insurance provider to Lemonade, ensuring a seamless transition.
- Secured first place in the hackathon for building Smart IVR triaging using GPT-4, effectively reducing call transfers between Lemonade agents and saving approximately 1000 hours annually in agent workload.
- Led the development of an automated billing receipts generation feature, enabling customers to effortlessly generate invoices for their payments.

Payconiq

Senior Software Engineer   Nov 2019 – Nov 2021

- Tech stack: Java, Spring, Kafka, MongoDB, Microsoft SQL, AWS, New Relic
- Led the development of a high-performance Data Streaming Pipeline using Kafka for payment, consumer, and merchant domains, seamlessly integrating it with the Business Intelligence product. This initiative significantly improved reliability and reduced message loss compared to the previous solution.
- Developed an automated Transaction Monitoring System to detect and monitor suspicious payment transactions, eliminating the need for manual inspection and streamlining the process.
- Assumed the role of SRE Deputy, overseeing production releases and monitoring for services, and actively collaborated with the SRE team to enhance the CI/CD process.
- Designed and developed automated profiling and monitoring services for consumers and merchants, reducing Payconiq's onboarding time from 3 hours to 30 minutes and greatly enhancing support team efficiency.
- Developed robust integration solutions for third-party services, including CloudBilling, Salesforce, and LexisNexis, effectively integrating them with Payconiq services.

PayPal

Software Engineer 2   Jul 2017 – Sep 2019

- Tech stack: Java, Spring, Oracle, GCP, IBM-ODM

- Led the development and enhancement of the Payment Authorization Capture Engine, implementing intricate rules for approving or declining payment transactions.
- Designed, developed, and implemented the migration of Pay-After-Delivery and 3 Domain Secure features to a new stack, including the development of the API.
- Created a Latency Evaluator tool to measure execution times of service components. Implemented parallelization of independent components, resulting in a 35% reduction in API response time.

Eaton

Engineer   Jan 2016 – July 2017

- Tech stack: Java, Angular
- Developed the Power Xpert Gateway Dashboard application, enabling communication with Eaton's electrical devices.
- Led the development of the Configuration module, providing remote configuration capabilities for the electrical devices.

Amdocs

Subject Matter Expert   May 2015 – Jan 2016

Tata Consultancy Services

Systems Engineer   Dec 2012 – Apr 2015

Skills and Expertise

Programming Languages: Java, JavaScript, TypeScript, Ruby
Architectural Patterns: REST, Microservices, Broker, MVC
Frameworks: Spring, Spring Boot, NestJS
Frontend: React, Angular
Messaging: Kafka, SNS, SQS
Database: Oracle, MySQL, MongoDB, Elastic
DevOps: Docker, Kubernetes, Pulumi
Monitoring: Datadog, NewRelic, Kibana
Cloud: AWS, GCP

Personal Projects

Learning Resource Portals

- awsa.ankitrai.com: A comprehensive learning portal for AWS solutions architect certification.
- java11.ankitrai.com: A dedicated platform offering valuable insights and study materials on Java 11.
- spring.ankitrai.com: A specialized resource hub for Spring framework knowledge.

NoteShelf - Rich Text Note Management Application

- noteshelf.ankitrai.com/about

Education

Bachelor of Engineering   2008 – 2012

Rajiv Gandhi Technical University, India