

Shashank Singh

Sr. Engineering Manager

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WORK EXPERIENCE

Paytm, Noida, India

09/2020 – Present

India's largest mobile payments and commerce platform

Sr. Engineering Manager

- Implemented system enhancements for Bill Payment Reminders, resulting in a 20% increase in customer retention.
- Led a cross-functional team of 20 engineers, driving the complete overhaul of the payment gateway system, resulting in a 30% improvement in payment success rates.
- Orchestrated end-to-end solutioning for critical systems, ensuring uninterrupted functionality and a flawless 100% uptime.
- Served millions of users and reduced customer support issues by 25% through streamlined processes and proactive monitoring.
- Cultivated the growth of team members with a focus on fostering the next generation of leaders. This involves instilling qualities such as passion, accountability, and a strong ownership mindset.

Jungleegames India Pvt. Ltd., Gurgaon, India

07/2013 – 08/2020

Fastest-growing skill games company in Southeast Asia

AVP Engineering

- Orchestrated successful migration of legacy systems to a cloud-based infrastructure, optimizing scalability and reducing infrastructure costs by 40% annually.
- Organized the adoption of Agile methodologies across the organization, resulting in a 20% increase in team productivity and a 15% reduction in time-to-delivery for new features.
- Spearheaded successful engineering management initiative, leading a dynamic team of 30+ engineers across interdepartmental collaborations to achieve business objectives over a six-year tenure.
- Drove recruitment strategy, sourcing and integrating 15+ engineers into the team; increased overall team efficiency by 20% and executed 20+ interviews per week to ensure a high-quality talent pipeline.
- Pioneered implementation of a multi-platform gaming strategy, resulting in a 30% increase in average revenue per user (ARPU) and a 20% decrease in customer churn rate, leading to a substantial boost in overall profitability.
- Directed successful launch of Junglee Rummy, Howzat fantasy, EatMe, and Teen Patti, captivating a user base of millions and driving significant revenue growth; concurrently oversaw the development of other captivating games, further solidifying the company's position in the industry.

Roz.app, India

10/2019 – 09/2020

Roz is an Indian online marketplace offering tasks and services.

Engineering Leader, Co-founder

- Catalyzed the rise of Roz as a Co-founder and Engineering Leader, shaping the landscape of the Indian online marketplace for tasks and services.
- Engineered and deployed a scalable microservices architecture, accommodating a 300% increase in user load; optimized system performance, resulting in a 40% reduction in latency and improved overall user experience.
- Held full accountability for managing the entire infrastructure setup on the AWS Cloud, ensuring a reliable and scalable foundation for the platform's operations.

- Orchestrated the development of a sophisticated monitoring and alerts system, integrating centralized logging, API latency tracking, Prometheus, Grafana, and real-time Slack alerts; resulted in a 30% decrease in critical incidents and ensured optimal system performance and uptime.

Synapse India APAC Pvt Ltd, Gurgaon, India
Is a Business Services company

11/2012 – 07/2013

Software Development Engineer

- Introduced client-centric strategies and led cross-functional teams to deliver tailored solutions to renowned clients such as L'Oréal and BlackBerry, resulting \$1M in new business opportunities.
- Led the creation of diverse applications and mobile solutions to cater to the global client base, notably Fortune 500 companies like L'Oréal and BlackBerry.
- Directed the entire product lifecycle, from ideation to launch, for a high-growth startup; implemented agile methodologies, resulting in a 30% reduction in time-to-market.

eMeter Pvt Ltd, Noida, India

04/2012 – 08/2012

Proven and trusted provider of secure and highly automated software solutions for the utility market

Contract Software Engineer

- At eMeter Pvt Ltd, was instrumental in designing and developing an innovative IoT-based platform for monitoring energy meters, targeted towards a demographic and clients based in the United Kingdom.
- This platform facilitated the reading of energy meter values and utilized a time-series database for real-time analysis and data visualization, catering to specific business use cases.

Sourcefuse Technologies Pvt Ltd, Noida, India

02/2011 – 04/2012

An open-source rapid application development framework for development of cloud-native enterprise applications

Software Development Engineer

- Led the design, development, and launch of a highly scalable social networking platform powered by the LAMP stack at Sourcefuse Technologies, resulting in a 15% rise in average session duration.
- Took charge of creating a high-concurrency platform with the capability to handle tens of thousands of Concurrent Users (CCU), implementing industry-standard best practices for code quality and security.

Lenskart.com (Valyoo Technologies Pvt. Ltd.), Noida, India

01/2010 – 01/2011

An Indian multinational optical prescription eyewear retail chain

Software Development Engineer

- At Valyoo Technologies, played a pivotal role as the inaugural engineer on the LensKart team, undertaking the design, development, and launching the platform's first version.
- Designed, developed, and launched the initial version of the LensKart platform, using the LAMP (Linux, Apache, MySQL, PHP) stack as the technological foundation.

EDUCATION

University Of Rajasthan, Jaipur, Rajasthan
 Bachelor of Engineering – Computer Science

07/2009

SKILLS

Key Expertise: Microservices Architecture & Scalability, Solution Design & Implementation, Cross-Functional Collaboration, Performance Optimization & Security, Team Leadership & Talent Development, Agile Methodologies
Technical Proficiencies: Cloud Computing (Amazon Web Services, Microsoft Azure), Cloud-native architecture, Docker, MSSQL, Cassandra, Redis, Kafka, Java, LAMP Stack, Apache SOLR, MongoDB, ELK Stack, Jenkins, Prometheus, Grafana, Kibana, CI/CD, Data Pipelines, New Relic, Datadog, Websockets, OSGI framework, Pinpoint, .Net, Angularjs, Nodejs, Jira, Confluence, Asana & more...