



Shashank Singh

Technology Leader | Entrepreneur | Fintech & AI Innovator | Solution Architect | Mentor | Ex-Paytm, Junglee Games | Co-founder, Roz.app

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Skills

Team Leadership & Talent Development 10

Microservices Architecture & Scalability 10

Solution Design & Implementation 10

Cross-Functional Collaboration 10

Performance Optimization & Security 10

Agile Methodologies 10

Education

2005 - 2009

S.M.C.E.T, University Of Rajasthan

B.E. - Computer Science

Work experience

[CapItAll India Pvt. Ltd.](#)

October 2023 - Present

Chief Technology Officer

At CapItAll, I established and led the technology division, driving innovation in **Workflow Automation, Business Intelligence, Machine Learning, and Generative AI**. My contributions included:

- **Product & Technology Leadership**
 - Spearheaded the development of **CapItAll-OS**, a comprehensive system enhancing operational efficiency and productivity.
 - Transformed **Proof of Concepts (PoCs) into fully functional SaaS products**, scaling them into market-ready solutions.
 - Designed and implemented **CI/CD pipelines**, replacing manual deployments and accelerating release cycles.
 - Led the **migration and management of AWS infrastructure**, previously handled by a third-party vendor.
- **AI & Automation Initiatives**
 - **Designed and developed "Hannibal"**—CapItAll's AI-powered chatbot from scratch, integrating a custom **Large Language Model (LLM)** for advanced data analysis and business intelligence.
 - **Automated key business operations** by implementing cutting-edge AI-driven solutions and workflow automation tools.
 - **Ensured bank-grade data security**, establishing robust compliance measures to protect sensitive information and meet industry standards.
- **Strategic & Cross-Functional**
 - Took ownership of **hiring and team building**, streamlining the recruitment process to expedite growth.
 - Represented CapItAll at **client meetings, demos, and strategic discussions, both locally and internationally.**
 - Bridged **technical and business communication**, translating complex concepts for stakeholders at different levels.

[Paytm](#)

September 2020 - October 2023

Sr. Engineering Manager

Engineering Leadership & System Optimization

- **Led a cross-functional team of 20 engineers**, spearheading a **complete overhaul of the payment gateway system**, which improved **payment success rates by 30%**.
- **Enhanced Bill Payment Reminders**, driving a **20% increase in customer retention** through system optimizations and proactive engagement.
- **Architected and ensured 100% uptime** for critical payment systems, serving **millions of users** while reducing **customer support issues by 25%** through streamlined processes and proactive monitoring.
- **Fostered leadership and growth** within the team, mentoring engineers and instilling a **culture of passion, accountability, and ownership.**
- **Implemented a data-driven approach**, tracking key **system performance metrics** to analyze, optimize, and develop a **roadmap** for future enhancements.

[Roz.app](#)

October 2019 - September 2020

Engineering Leader, Co-Founder

- **Pioneered the development of Roz.app**, shaping the Indian online marketplace for tasks and services from the ground up.

- **Designed and deployed a scalable microservices architecture**, enabling a **300% increase in user load** while optimizing system performance, reducing latency by **40%**, and enhancing user experience.
- **Owned and managed the complete AWS Cloud infrastructure**, ensuring a **reliable, scalable, and cost-efficient** foundation for seamless platform operations.
- **Developed a sophisticated monitoring and alerting system**, integrating **centralized logging, API latency tracking, Prometheus, Grafana, and real-time Slack alerts**, reducing **critical incidents by 30%**.
- **Led the adoption of Datadog and pinpoint APM**, enhancing **service observability**, cutting **incident response time by 50%**, and improving overall system stability.

[Jungleegames India Pvt. Ltd.](#)

July 2013 - August 2020

AVP Engineering

- **Led the migration of legacy systems to a cloud-based infrastructure**, improving **scalability** and cutting **infrastructure costs by 40% annually**.
- **Championed Agile transformation** across the organization, increasing **team productivity by 20%** and reducing **time-to-delivery by 15%** for new feature rollouts.
- **Managed a dynamic team of 30+ engineers**, driving cross-functional collaboration to **achieve key business objectives over a six-year tenure**.
- **Designed and executed a high-impact recruitment strategy**, hiring **15+ engineers**, enhancing team efficiency by **20%**, and conducting **20+ interviews per week** to maintain a strong talent pipeline.
- **Pioneered a multi-platform gaming strategy**, increasing **Average Revenue Per User (ARPU) by 30%** and decreasing **customer churn by 20%**, driving significant profitability.
- **Directed the successful launch of top gaming titles** including **Junglee Rummy, Howzat Fantasy, EatMe, and Teen Patti**, amassing millions of users and driving **substantial revenue growth**.
- **Owned and optimized a diverse technology stack**, leveraging **Microservices, AWS, Kafka, Redis, Elasticsearch, Kibana, Jenkins, Java, Netty, MSSQL, MongoDB, WebSockets, Data Pipelines, AngularJS, NodeJS, iOS, Android, and FlutterJS** to power large-scale gaming platforms.

Syncapse India APAC Pvt Ltd

November 2012 - July 2013

Software Development Engineer

- **Developed client-centric strategies** and led **cross-functional teams** to deliver **custom solutions for Fortune 500 clients**, including **L'Oréal and BlackBerry**, generating **\$1M in new business opportunities**.
- **Led the creation of diverse applications and mobile solutions**, ensuring **scalability and seamless user experiences** for a global client base.
- **Directed the entire product lifecycle from ideation to launch** in a high-growth startup environment, implementing **Agile methodologies** to achieve a **30% reduction in time-to-market**.

eMeter Pvt Ltd

April 2012 - August 2012

Software Development Engineer

- **Designed and developed an innovative IoT-based platform** for monitoring energy meters, tailored for clients and users in the **United Kingdom**.
- **Engineered a comprehensive energy monitoring solution** by integrating **IoT devices and sensors**, enabling **real-time energy consumption tracking** and data-driven insights.
- **Implemented a time-series database for real-time analysis and data visualization**, optimizing performance for **business-specific use cases** and enhancing decision-making capabilities.

[Sourcefuse Technologies Pvt Ltd](#)

February 2011 - April 2012

Software Development Engineer

- **Designed, developed, and launched a highly scalable social networking platform** powered by the **LAMP stack**, leading to a **15% increase in average session duration**.
- **Built proof of concepts (PoCs) for emerging technologies**, conducting thorough analysis to evaluate feasibility and business impact.
- **Developed a high-concurrency platform** capable of handling **tens of thousands of Concurrent Users (CCU)**, implementing **industry-standard best practices for code quality and security**.

Valyoo Technologies Pvt Ltd (Lenskart.com)

January 2010 - January 2011

Founding Engineer

- **Played a pivotal role as the first engineer on the LensKart team**, leading the **design, development, and deployment of the platform's initial version**.
- **Developed the first version of LensKart** using the **LAMP (Linux, Apache, MySQL, PHP) stack**, laying the foundation for the platform's future growth.
- **Engineered and optimized key platform functionalities** using **Drupal and Magento**, developing custom modules that enhanced user experience and led to a **40% increase in website conversion rates**.