

# Ishaan Gupta

## Software Engineer · Backend & Distributed Systems

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### SUMMARY

Software Engineer with 4+ years building scalable distributed backend systems, with a focus on performance, reliability, and productionizing generative AI. Strong track record in enterprise API and integration design, AWS-native event-driven architectures, and observability engineering using Go, Java, Kafka, and cloud-native stacks. Recognized for high-ownership delivery of ambiguous, cross-team work and rated Exceeds Expectations across multiple review cycles.

### EXPERIENCE

#### Mindtickle — Software Development Engineer II

Bengaluru · Feb 2024 – Present

- Designed and shipped Custom Sync OpenAPIs for enterprise customers (Thomson Reuters AEM DAM, Lonza); load-tested to 3,000 files / 40GB payloads, now reused by the Tech Solutions team to power Notion and Autodesk integrations, directly supporting enterprise revenue.
- Led the Content Sync KTLO refactor on AWS Step Functions: resolved deep-rooted race conditions, prioritized move-over-delete to prevent data loss, and parallelized workflows, measurably reducing production incidents in a historically fragile area.
- Architected a generic webhook consumer pipeline (AWS API Gateway + SQS) for Doc-to-Video generation (Colossyan), added customer brand-kit support, and led a fast-track pod delivering video-edit capabilities.
- Drove early architecture for AI Video Dub Generation (ElevenLabs): designed new RPCs, service clients, and polling mechanisms; coordinated cross-team localization with Rev-LMS for multilingual content.
- Built secure backend APIs for an AI Roleplay marketing campaign (CORS, JWT expiry, rate limiting, Marketo integration) that contributed to a \$1.76M sales pipeline across accounts including Microsoft and PepsiCo.
- Owned end-to-end design and implementation of the Interactive Missions insights engine in Go (Port & Adapter architecture), enabling AI recommendations for sales coaching; shipped Transfer/Delegate Reviews with zero production bugs.
- Diagnosed and optimized MS Viewer (WOPI) with distributed tracing (Datadog), cutting p95 response time 3x and enabling GA; led Content & Missions NDP event instrumentation across 44 events with synthetic monitoring and data-completeness validation.
- Drove operational excellence: AI-assisted PagerDuty analysis categorizing 100+ alerts cut daily pager noise from 20+ to ~5; led the effort to get Mindtickle's app Google CASA security-certified.

#### Mindtickle — Software Development Engineer I

Pune · Jul 2022 – Jan 2024

- Delivered Phase 2 of Missions AI Reviews: designed async LLM (GPT) integration with an AI reviewer persona, idempotent retry pipelines, and fallback logic, saving 33 reviewer-weeks for the Cisco mission; migrated the LLM gateway from synchronous to asynchronous responses.
- Optimized core recorder RPCs for the Cisco Flagship Event: made high-latency SQL queries up to 30x faster and moved non-critical steps (e.g. Kinesis puts) async, enabling load resilience at unprecedented scale.
- Rebuilt the Common Recorder as a backend-orchestrated, recoverable pipeline achieving 99.7% accuracy; built production dashboards and alerting (Metabase) supporting GA rollout.
- Investigated and remediated a Kafka-connect consumer lag incident affecting core mission/coaching workflows, introducing durable gRPC retry mechanisms and auto-alerting; turned around the GSK coaching-reports fix in 2 days to protect a December renewal.

#### Mindtickle — Software Engineer Intern

Pune · Jan 2022 – Jun 2022

- Designed and launched a new event-driven recorder pipeline with robust error recovery and resilience to duplicate / out-of-order events.

- Led observability and monitoring strategy using Metabase & SumoLogic, laying the foundation for GA certification.

### Samsung R&D Institute — Software Engineer Intern

Bangalore · May 2021 – Jul 2021

- Built an RL-driven TCP congestion window tuning model; tested via ns-3 simulations and implemented kernel-level adjustments on live devices.

## SKILLS

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**Languages:** Go, Java, SQL, C++, Python

**AWS / Cloud-native:** Step Functions, Lambda, API Gateway, SQS, Kinesis, EKS/Kubernetes, Docker

**APIs:** REST, OpenAPI, GraphQL, gRPC, Play

**Systems & Messaging:** Kafka, gRPC, RabbitMQ, MySQL, Couchbase, Redis, Snowflake, Elasticsearch

**AI / Integrations:** LLM APIs (GPT, Gemini), ElevenLabs, Colossyan, Marketo

**Observability & Ops:** Datadog, SumoLogic, Metabase, PagerDuty, distributed tracing

## EDUCATION

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### B.Tech, Information Technology

Birla Institute of Technology, Mesra · 2018–2022 · CGPA 8.72/10

## AWARDS

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Exceeds Expectations (2023–2026) · High Quality Release Award (2024) · Data Driven Team Award (2024) · Winner, Algnite AIML Hackathon (2025)