

Archit Jain

Software Engineer | Backend Engineer | FullStack Engineer

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SUMMARY

Software Engineer with 2+ years of experience in backend and frontend development, working on distributed systems and high-availability VoIP media servers. Focused on building scalable architectures, optimizing performance, and enhancing system efficiency. Skilled in system design, end-to-end deployment, problem-solving, and improving reliability. Passionate about tackling complex challenges and delivering high-performance solutions.

EXPERIENCE

Product Engineer - Sprinklr

July 2023 - Present

- Developed a high-performance **VoIP telephony platform**, enabling a customer-to-agent call system handling **1M+ daily calls** with a highly scalable architecture.
- Optimized system performance, increasing **VoIP call capacity from 50 to 800+ per instance** by fixing memory leaks and enhancing CPU efficiency with proper nested locking.
- Reduced MongoDB query load** using indexing, integrated **Redis caching**, and implemented auto-scaling of media servers based on real-time VoIP traffic, leading to **infrastructure cost savings**.
- Integrated Kafka and Elasticsearch for **real-time monitoring, reporting, and alerting** in a distributed telephony system; collaborated on automated testing pipelines and stress testing for microservices.
- Led customer onboarding**, and resolved **80% of client issues same-day**, ensuring VoIP platform stability, high availability, and seamless operations.

Software Development Engineer - Speedlegal

Dec 2022 - June 2023

- Designed and developed an AI-powered legal contract management platform using the **MERN stack** to analyze, manage, and share contracts across internal teams and external users.
- Contributed to platform development, focusing on **system architecture and database design**. Implemented key features like document parsing, editing, AI chatbot, automated summaries, and a structured file management system.
- Delivered on-demand client features rapidly to meet business requirements efficiently.

Software Development Engineer Intern - JIO Platforms Ltd

May 2022 - July 2022

- Built features** for a **React-based** healthcare platform, fixed production bugs and integrated Google Analytics to enhance performance and capture user experience based on business requirements.
- Built a Flutter mobile app with drag-and-drop functionality, custom component reordering, and complex graph rendering to predict and analyze the playing XI performance for a cricket match.

EDUCATION

International Institute of Information Technology

Hyderabad, India

Bachelor of Technology - Computer Science and Technology; GPA: 8.21

July 2019 - June 2023

Courses : Operating Systems, Data Structures, Distributed Systems, Design and Analysis of Software Systems, Statistical Methods in AI, Information Retrieval and Extraction, Advanced Computer Networks, Database and Application

SKILLS SUMMARY

- Languages:** JAVA, C, C++, JavaScript, Python, C#, GO
- Frameworks:** SpringBoot, NodeJS, React, NextJS, Redux, Express, Django, Flask, Opentelemetry, Flutter
- Databases:** MongoDB, Redis, MySQL
- Technologies:** Kafka, Elasticsearch, Docker, Kubernetes

PROJECTS

- Job Portal** - React, MongoDB, Node, Express
A platform where job recruiters can post the jobs and applicants can apply for it and allow recruiters to shortlist/reject/accept their application based on the applicant's skills and uploaded resume and rate them according to their work.
- Wikipedia Search Engine** - Python
A scalable search and indexing engine for Wikipedia dump converts it to an inverted index of 1/5th of its size. It further processes the index to return top matching results for any search query based on the tf-idf score. It also supports field queries.
- Multithreading Simulation** - C
Developed a simulation of vaccine production by multiple companies with varying effectiveness, supplying vaccines to different zones of the campus on-demand to vaccinate randomly arriving students in real time.

ACHIEVEMENTS

- JEE Main 2019 - AIR 128
- JEE Advanced 2019 - AIR 2128
- Google Kick Start 2022 - 574th Rank

VOLUNTEER EXPERIENCE

- **Teaching Assistant - IIIT Hyderabad** - Teaching Assistant for Discrete Structure course.
- **Astronomy Club Coordinator - IIIT Hyderabad** - Organising and managing various club events.