Pankaj Jindal

[Linkedin](#) | +91-9803879562 | [Github](#) | pankaj884@gmail.com | NIT Hamirpur

Professional Summary

Lead Software Engineer with 12+ years building scalable backend systems and AI-integrated platforms.
Expertise in microservices architecture supporting 100K+ daily operations with 99.95% SLA.
Proven track record reducing system response times by 40% and operational costs by 80% through
innovative automation solutions.

SKILLS

- Backend Development: Python (Flask, FastAPI), Node.js (Express, NestJS), TypeScript
- Cloud & DevOps: AWS (Lambda, S3, EKS, RDS), Azure (Service Bus, Function Apps), Docker, Kubernetes
- Databases: PostgreSQL, MongoDB, Redis, MySQL, Cassandra
- AI/ML Integration: OpenAI GPT-4, Deepgram, LangFuse
- Architecture: Microservices, REST, GraphQL, gRPC, Event-Driven Systems
- Monitoring & Observability: OpenTelemetry, NewRelic, Grafana

WORK EXPERIENCE

Lead Software Engineer | Tandym Group | Remote | India   Jan 2025 – present

Architected and developed a comprehensive microservices-based recruiting automation system that handles multi-channel candidate communications (voice, SMS, chat) with advanced AI conversation management. Demonstrated proficiency in building production-ready systems with proper DevOps practices, real-time processing, and scalable cloud infrastructure.

- Architected 5 Microservices Platform: Built enterprise-grade recruiting platform with AI Service, Voice Service, SMS Service, Chat Service, Manager Service, and DB Service using Python 3.10+/FastAPI, handling multi-channel candidate communications across voice calls, SMS, and web chat with Azure Service Bus message queuing
- Implemented Advanced AI Conversation Management: Developed sophisticated OpenAI GPT-4 integrated virtual recruiters with specialized agents for interview analysis, candidate availability gathering, and intent detection, processing structured candidate responses with 95%+ accuracy in conversation flow management and automated follow-ups

Lead Engineer | Kwal Inc | Remote | India   Sep 2023 – Dec 2024

At Kwal.ai, a voice AI company specializing in integrating with Applicant Tracking Systems (ATS), I led the development of backend systems that revolutionized AI-driven candidate screening. By streamlining workflows and automating processes, I reduced the time recruiters spend on screening by **80%** while ensuring seamless data exchange with ATS platforms.

- **Scalable Backend System:** Designed and implemented a scalable backend from scratch, ensuring equitable call distribution across tenants based on their subscription tiers, supporting up to **100k+ voice calls** daily.
- **Call Event Handling & Dynamic Rescheduling:** Built an event-driven system that handled **100% of call events dynamically**, achieving a **40% improvement in call completion rates** through optimized real-time rescheduling.
- **Queue Management & Automation**: Automated Azure Queue for smooth candidate data flow, ensuring timely call data delivery to agents and minimizing latency.
- **AI Bot Integration:** Integrated Voice API-powered bots via calls made using the Twilio API to conduct **80% of initial candidate screenings**, increasing recruiter efficiency.
- **Post-Call Processing:** Developed a framework to analyze **100% of post-call data**, extracting actionable insights, and enabling intent analysis with **95% accuracy**.
- **Enhanced Observability:** Added OpenTelemetry logs, increasing monitoring coverage to **100%** of backend processes and reducing troubleshooting time by **50%**.

Associate Software Architect | Valuelabs | Hyderabad, India   June 2019 – Sep 2023

- Developed and enhanced Scalable MicroServices, Notification service, Newsfeed service and Order service. Successfully scaled services to handle daily traffic volumes of up to **10 million requests** while maintaining optimal performance and reliability, achieving a **99.95% SLA** and enhancing user experience.
- Designed and implemented high-performance and scalable inter-service communication using **gRPC**, resulting in a **40% reduction in latency.**
- Conducted performance testing on Microservices, leveraging tools like k6 and monitored response times to identify bottlenecks and optimise configurations. Reduced average response time from **~900 ms to ~700 ms**
- Successfully integrated third-party integrations such as Microsoft, Slack, Gmail, Workplace, Zoom resulting in **30% Increased in MAUs**.

Consultant and Developer | FourthPartner Energy | India   July 2016 – June 2019

Fourth Partner Energy has around **500+ solar plants** installed in various locations throughout India.

- Implemented real-time alerts and notifications system, reduced issue **resolution time by 50%**, ensuring faster response to critical events..
- Achieved a **20% increase** in overall operational efficiency of energy generation and plant maintenance

Sr. Software Engineer | Silverpush | Gurgaon, India   May 2015 – May 2016

- Developed real-time TV moment identification system with automatic social media campaign synchronization across Facebook, Google Ads, and LinkedIn
- Increased ad campaign CTR by 40% through precision targeting to relevant audiences

Software Engineer | Click-labs | Chandigarh, India   June 2013 – May 2015

- I worked on the Auto-ride app Jugnoo, similar to the uber taxi app.Successfully delivered APIs that led to a smooth driver and user registration time, enhancing the onboarding experience.
- consistently resolving critical bugs within an average of **24 hours**, thereby ensuring a smooth and reliable user experience.

EDUCATION

National Institute of Technology, Hamirpur   2009– 2013
Bachelor of Technology, **Computer Science, CGPA - 7.34**