Garima Gupta

Backend Engineer | 8928286081 | garima.guptadl7@gmail.com | https://www.linkedin.com/in/garima-gupta-85a11b94/

SKILLS

Excellent communication skills and ability to interact effectively with all levels of the organization.Demonstrated leading meetings and guiding the work of others.Strong strategic thinking and decision making and thorough understanding of Software Design Patterns,Backend Engineering, Design and Architecture, Data structure and algorithm.

EDUCATION

IIIT Allahabad, Dual Degree BTech+MTech 2013 − 2018

EXPERIENCE

Uber   Jan 2023 – Present
Software Engineer 2   *Bengaluru,India*
- Led the migration of phone channel to a conversation store service, optimizing the system for omni-channel support providing agents to support modalities like chat, phone, video etc at once.Created architecture of database to accommodate all phone conversation along with various support channel conversation.Resolved micros-services health issues caused due to high-volume conversations.
- Designed integration tests to improve deployment safety, rollbacks and reduce on-call incidents.Increased API integration test coverage from 10 percent to 60 percent.Reduced incidents by 57percent and cut rollback frequency.Executed 200+ test cases scenario wise, reducing onboarding time for writing integration tests to 3 hours.
- New Biz:Implemented support feature for unlocking Uber for Business (U4B) executive assistant features which resulted in $60M-80M$ increase in Gross Bookings by improving U4B features for executives.Enabled Role based support for U4B.Led the team of 30+ folks including product,engineer,design teams for Uber For Business rollout.
- Redesigned the permission architecture for Bliss content platform to provide roll based access through precise permission models and personas, managing 500k+ support documents and content access for 400+ global authors.

Microsoft   Aug 2022 - Jan 2023
Software Engineer 2   *Bengaluru,India*
- Collaborated with multiple senior engineers to Optimizate of backend performance by minimizing the Pull Request build time of the system used for testing Bing deployments.
- Co-ordinated for the development and maintenance of backend systems for Azure DevOps testing platform dedicated for Development Release.

Flipkart   Jan 2020 - July 2022
Software Development Engineer   *Bengaluru,India*
- Developed and designed Complete Mobile Protection issuance flow.Rewrote the microservice code with improved design for Flipkart Value added service ,digital and insurance platform to create single service for third party integration.
- Led the removal of personal data(PII) of customer from all micro-services , database and cloud storage handling Value Added Service and Insurance products which spanned to data flow changes,encryption and decryption.
- Implemented auto-completion feature for motor insurance policy issuance flow.That increased the successful customer conversion percentage by more than 250 percent.
- Introduced reconciliation flow for controlling data error in complete mobile protection policies.Helped to correct more than 50k polices issued.Wrote multiple python cron job scripts for job-schedular.Worked on integration of different testing frameworks that include red-line testing and component testing.Used Junit and spock frameworks for unit testing.
- Developed and designed search and Browse based Ads variation functionality,Re-positioning of Ads card and banner for Flipkart Search Experience Engine. Resulted in increase of 0.8 percent in Ads click revenue.

Coverfox and Go-MakeMyTrip   Aug 2018 - Dec 2019
Software Engineer
- Initiated migration of hotel transaction team service which worked for transaction page before payments for hotel booking confirmation to python 3.0 version.Restructred Low-level design of APIs for better performance and optimization for new transaction service.Orchestrated the design of microservice from scratch for health insurers expansion to Leading Health Insurance Provider coverfox resulted in reduction in onboarding time of new insurer by 60 percent .