

SAMEER KUMAR

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IIT Kanpur(2010 - 2015)

Open to relocation within the EU; Visa Sponsorship required

Senior Backend Engineer with **10+ years** of expertise building and scaling distributed backend systems in high-traffic, production environments. Proven record of leading critical system and product design initiatives across organizations, enabling multi-fold platform growth across core services. Strong focus on **reliability, performance, and operational excellence in large-scale systems.**

EXPERIENCES

ATLASSIAN, REMOTE

Senior Software Engineer, December 2024 - Present

- **60k Scale**; Led a team of **3 backend engineers** in rearchitecting Jira Service Management for large enterprise tenants, removing systemic bottlenecks across distributed services and scaling agent capacity from **10K to 60K (6x)**.
- **Project Bluebird**; Orchestrated the migration of backend services from AWS-managed infrastructure to Atlassian's internal platform, enabling cloud independence through the re-platforming of critical **Lambda, PostgreSQL** and **Kafka-based** workloads.
- **ESLAs Reliability**; Led a team of **4 developers** through a deep-dive reliability program, identifying microservices bottlenecks and recurring error patterns; implemented automated incident triggering, eliminated false positives, and resolved critical database bugs, improving service availability from **99.9% to 99.99%**.

INSTAWORK, BENGALURU

Senior Software Engineer, May 2022 - August 2023

- Migrated an Instawork booking service to support scalable and maintainable bookings. Now used by multiple teams, saving **~5 SDE days/month/service** in maintenance.
- Spearheaded the "Business App" project, orchestrating a comprehensive revamp that elevated its user experience, streamlined load times, and enriched its feature set. Through strategic marketing initiatives, including the implementation of innovative smart banners, we achieved a remarkable uptick in app **adoption from 10% to 70%**.

BIZONGO, BENGALURU

Software Engineer II, Jul 2018 - May 2022

- Built a system that supports workflow configuration, task assignments/reassignments, approval/rejection rules, and support for Templates. It helped bring down the approval process from **1 month to 4 days/artwork**, and generated a \$1 million **ARR** for Bizongo.
- Built a service to manage users separately, until then each service used to maintain their own users/companies models, it also supports auto logout after a configurable time, single session sign in, and invitation email to invite users on the platform. This service is now being used across organizations, and pulls development of a new product forward **by a Quarter**, it also helps organizations international product offerings be **GDPR compliant**.

GREYORANGE PTE LTD

Software Engineer, May 2015 - Jul 2018

- Built a service that supports communication over tcp/udp protocol, making it easier to diagnose any fault in the Warehouse automation systems via User Interface, enabling remote assistance and reducing the travel expenses.

SKILLS

Backend Technologies	Django, Ruby on Rails, Java, C#, dotnet, Spring Boot, Node-Red, Node.js
Databases	Postgresql, MongoDB, MySQL, Redis, DynamoDB, Redshift, BigTable
Cloud Technologies	AWS - S3, SNS, SES, Cognito, Microsoft Azure, Kafka, Terraform
Observability	Elasticsearch, Grafana Tempo, Splunk, DataDog