

PRIYANKA JAIN

SENIOR SOFTWARE ENGINEER | BACKEND | ASPIRING ENGINEERING LEADER

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WORK EXPERIENCE

Senior Software Engineer | Airbase & Paylocity

June 2021 – Present

- Led the implementation of international banking systems, expanding into UK, Canada, Europe, and Australia, **increasing global coverage by 100%**.
- Architected asynchronous user deletion using Kafka, improving system scalability and **reducing processing time by 60%**.
- Optimized API performance, **reducing latency by 97.8%** (from 23s to 500ms) by eliminating N+1 queries, implementing API-first design, and leveraging caching mechanisms.
- Developed a Pricing Framework integrated with Salesforce, **automating 99%** of customer instance provisioning and surfacing errors for non-tech teams, **reducing manual effort by 95%**.
- Unified KYC process, **reducing onboarding time by 50%** (from 10-12 weeks to 3-4 weeks), enabling single form for domestic & international verification, streamlining compliance, and accelerating activation.
- Consolidated multiple tools into a single platform, **reducing operational overhead by 55%** and enhancing efficiency for the customer success team.
- Led PostgreSQL to Snowflake migration, ensuring **zero downtime** and improving data accessibility, retrieval speed, and report generation, **enabling 60% faster analytics operations**.
- Recognized as an Engineering MVP for leading high-impact projects that boosted system reliability.
- Mentored junior engineers, guiding them in system design, debugging, and best practices.

Software Engineer | Zomato

July 2019 – May 2021

- Enhanced search experience by implementing an auto spell corrector and intent classifier, improving search accuracy.
- Developed a recommendation system for restaurants and dishes, increasing personalized user interactions and improving conversion rates.
- Built high-scale microservices using Golang, Redis, and Cassandra, optimizing data storage efficiency and reducing API response time.
- Created a scoring system for veg/non-veg preferences, enabling personalized recommendations and improving user satisfaction.
- Designed and implemented a text classification system for the grocery category tree, reducing manual categorization efforts.
- Built the alcohol product search system during the COVID-19 pandemic, expanding Zomato's offerings.

Machine Learning Engineer & Chatbot Developer | UXArmy

Jan 2018 – June 2019

- Developed an offline speech recognition tool for Asian accents using CMU Sphinx and TEDx data, enhancing voice processing accuracy.
- Built a Voice Activity Detection tool, improving speech-to-noise differentiation.
- Integrated Google, Watson, and Amazon APIs for real-time speech recognition.
- Created AI-powered chatbots using Dialogflow, Sanic, and OpenCV, deployed on Facebook Messenger and desktop websites.

Google Summer of Code Intern | OWASP

May 2018 – Aug 2018

- Built Security Knowledge Framework Chatbot with NLP, intent classification & entity recognition.
- Wrote unit tests and integrated the chatbot on Gitter & Web, ensuring robust performance.
- Also mentored in 2019 where guided students on web scraping, chatbot development, and integrations.

SKILLS & TECHNOLOGIES

- **Backend:** Python, Django, Golang, Flask, Sanic
- **Databases:** PostgreSQL, Snowflake, Cassandra, Redis
- **DevOps & Tools:** Retool, Metabase, Datadog, Sentry, Kafka, AWS, GCP
- **System Design:** API-First Architecture, Performance Optimization, Microservices, Scalable Systems
- **Collaboration:** Stakeholder Communication, Cross-Functional Leadership, Engineering Mentorship

LEADERSHIP & MENTORSHIP

- Top 1% mentor on [ADPList](#) (January & August 2024), mentoring for 5,745+ minutes across 25 countries.
- Conducted 43+ mentorship sessions on [Topmate.io](#), earning Top 1% & People's Choice badges.
- Hosted Jaipur Meetup with ADPList, fostering community mentorship and tech networking.
- Guest Speaker at IEEE NCU Virtual Event, discussing Google Summer of Code strategies.
- Internally mentors junior engineers at Airbase, guiding them in system design, debugging, and best practices.

ACHIEVEMENTS & RECOGNITION

- Recognized as Top 10 AI/ML Mentor (2024)
- Top 10% Contributor in India on ADPList.
- Featured on WakeSetGo Podcast, sharing insights on engineering & mentorship.
- Selected for Google Summer of Code 2018, among 1,264 students globally.
- Worked as an Industrial Mentor for NCU, Gurugram.

EDUCATION

Bachelor of Technology in Computer Science
Poornima University
CGPA: 8.33/10

Aug 2014 - June 2018