

Suryansh Singh

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TECHNICAL SKILLS

- **Languages:** Java, C#, SQL
- **Backend:** Spring Boot, .NET, REST APIs, Microservices, Distributed Systems
- **Data & Messaging:** PostgreSQL, Redis, DynamoDB, Elasticsearch, Kafka
- **Cloud & Infrastructure:** AWS, Azure, Docker, Kubernetes
- **Observability:** OpenTelemetry, Grafana
- **Architecture:** Event-Driven Architecture, High Availability, Fault Tolerance
- **Agentic AI:** LLMs, RAG, MCP, Agent Orchestration, LLM Evaluations

EXPERIENCE

Microsoft

Software Engineer 2

Bengaluru, India

Nov 2024 – Present

- Led design and implementation of distributed backend services for Dynamics 365 Contact Center handling **100K+ peak QPS** and **100K+ concurrent customer conversations** across enterprise tenants, using Redis caching, Kafka messaging, data partitioning/indexing strategies on C#, .NET, and Azure.
- Architected an LLM-powered testing platform generating repository-specific functional tests with execution-based evaluation loops, achieving **90% flow coverage** and **95% automated test success** across multiple services.
- Engineered a distributed chaos testing framework with middleware-level fault injection to validate BCDR and outage-recovery scenarios across microservices, with observability through Grafana and OpenTelemetry, contributing to **99.999% service reliability** and adopted by **20+ engineering teams**.
- Built agentic developer automation workflows using LLMs to automatically detect and remediate up to **70% of security vulnerabilities** across internal repositories, adopted by **50+ teams**.

Cimpress

Senior Software Engineer

Bengaluru, India

Aug 2021 – Nov 2024

- Architected and built distributed backend APIs for high-throughput document processing pipelines handling **1M+ daily customer artwork orders** using Java, Spring Boot, Redis, and DynamoDB on AWS.
- Engineered document validation and correction pipelines automating white-line and crop-mark detection, spot-color validation, and Pantone-to-CMYK conversion, reducing multiple manual reviews to a single human-in-the-loop check and **enabling print-ready orders within 1 hour for same-day delivery**.
- Built automated failure detection, routing, and remediation workflows for document-processing pipelines, reducing daily **on-hold orders by 80% and delayed orders by 90%**.
- Built an internal operations platform enabling engineers to monitor, configure, roll back, and troubleshoot distributed document-processing pipelines in production.

Cleartax

Software Engineer Intern

Bengaluru, India

Feb 2021 – Jul 2021

- Designed backend APIs for the GST platform serving **5M+ MAU** supporting tax filing and document processing workflows.
- Developed Puppeteer-based automation features for the GST Desktop App, improving tax-filing workflows and achieving **80%+ adoption**.

EDUCATION

Bangalore Institute of Technology

Bachelor of Engineering, Computer Science

Bengaluru, India

Aug 2017 – Jul 2021