AYUSHI SHIV

Senior Software Engineer – Payments & Distributed Systems

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PROFESSIONAL SUMMARY

Senior Software Engineer with 8+ years building and operating high-scale, distributed payment systems. Deep expertise in distributed systems, microservices, event-driven architecture, and payment gateway integrations, with a proven record improving reliability (70% to 98%), reducing latency, and cutting operational cost through automation. Hands-on experience with ClickHouse and time-series data stores for real-time, metrics-driven decisioning, Databricks for large-scale payment-event analytics, and Prometheus/Grafana observability with custom metric authoring. Carries production on-call ownership (PagerDuty, OpsGenie) across payment-critical services. Strong hands-on experience in Go, Java, and cloud-native architectures.

TECHNICAL SKILLS

Languages: Go, Java, C#, JavaScript

Backend: Microservices, gRPC, REST APIs, Spring Boot, Event-Driven Systems

Data & Storage: MySQL, DynamoDB, MongoDB, Elasticsearch, Redis, ClickHouse, Time-Series Databases

Data & Analytics: Databricks, Event Stream Analytics

Messaging: Kafka, RabbitMQ, AWS SQS/SNS

Cloud & Infra: AWS (EC2, S3, Lambda, IAM), Docker, Kubernetes

Observability & Incident Management: Prometheus, Grafana (custom metrics), Centralized Logging, PagerDuty, OpsGenie, On-Call Rotation, SLA/SLO Tracking

Core Concepts: High Availability, Circuit Breakers, Retry, Idempotency, Sharding, Data Structures & Algorithms

AI-Assisted Engineering: Claude Code, Cursor, GitHub Copilot, ChatGPT — daily use for implementation, debugging, and productivity

PROFESSIONAL EXPERIENCE

Software Development Engineer II | Swiggy

Sept 2021 – Present

- Architected PayWithQR, reducing COD dependency via real-time QR validation and fraud checks.
- Led integration of 8+ payment gateways, designing scalable adapters handling 100K+ daily transactions at <500ms p99 latency.
- Delivered the Swiggy Money wallet migration (2M+ users) with zero fund loss and robust rollback mechanisms.
- Designed a refund retry system (retry, circuit breaker, idempotency) improving success rate 70% to 98%, handling 50K+ refunds/day and cutting manual effort by 85%.
- Optimized the offer engine with Redis caching, reducing latency by 60% during peak traffic.
- Built a Databricks-based analytics pipeline on payment-event streams to monitor API response health and per-payment-method performance, informing gateway routing decisions.
- Extended observability by authoring new custom Prometheus/Grafana metrics and dashboards with SLA tracking and automated alerting; carried on-call rotation using PagerDuty and OpsGenie, backed by centralized log-based monitoring.
- Reduced CI pipeline execution time ~50% (55 min to under 25 min) and raised automated test coverage 45% to 85%.
- Mentored 5+ engineers on system design, payment flows, and production readiness.

Software Development Engineer I | Myntra Jabong (Flipkart Group)

Sept 2019 – Aug 2021

- Owned features end-to-end (design, production, on-call) for core financial-systems services.
- Redesigned the paisa-apportioning algorithm, improving refund accuracy and reducing disputes by 40%.
- Built a multi-wallet refund retry system (DLQ + idempotency), improving success rate 65% to 98% and eliminating 15K+ manual refunds/month.
- Built a real-time payment-method health monitoring system using ClickHouse and time-series data stores, tracking per-method success-rate (SR) trends and automatically disabling underperforming payment methods to protect checkout conversion.
- Implemented circuit breakers and fallback mechanisms improving resilience during partner outages; integrated 3+ payment gateways with standardized adapters.
- Optimized the bank-offer ingestion pipeline (4 hrs to 15 mins) via parallel processing.
- Extended observability with new custom Prometheus/Grafana metrics; carried on-call rotation using PagerDuty and OpsGenie, reducing mean-time-to-detect by 45% through improved logging and alerting.

Software Developer | CarWale (CarTrade Tech)

Jun 2018 – Sept 2019

- Built 8+ microservices including auth, payments, offers, and user systems.
- Designed REST and gRPC APIs for scalable inter-service communication; designed DB schemas and Elasticsearch indices achieving sub-100ms query latency.

- Developed a React-based frontend with optimized state management.

SDE Intern | **Amazon** *May 2017 – Jul 2017*

- Built an encrypted event-processing pipeline (SQS/SNS); refactored a monolithic listener into an independent microservice, achieving 90% test coverage.

EDUCATION

B.Tech, Computer Science & Engineering

Maulana Azad National Institute of Technology (MANIT), Bhopal | 2014 – 2018 | CGPA: 8.59