

UTKARSH PAL

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EDUCATION

St Xavier's College , Mumbai

June 2018

Bachelor of Science in Information Technology (GPA: 3,4 / 4.0)

EXPERIENCE

Gupshup Technologies

Jan 2025 - Present

Technical Lead

- **Mentoring** and **Leading** a team of 9 Java developers.
- Designed & Architected On-Prem Bot Connector for Whatsapp Banking for BFSI Clients using Java , Redis , RabbitMQ
- Performing Code Reviews and supervision of all projects assigned to team. Ensuring best coding practices are followed
- Leading design discussions and architecture with different stakeholders like PM , Architects , Principle Engineers for new features and requirements for CPaaS and CX

Senior Software Engineer 1/2

July 2022 - Dec 2024

- Conducted a POC of Java Virtual Threads and Achieved a TPS of 40K in a single VM
- Developed an application for Real time Delivery events from Meta for Google Maps ,ensuring HA ,durability & scalability. Uptime of 99.99%. Used Resilience4j for exponential backoff retry
- Developed an API for Sending Messages and Storing custom user profile for Dream11. Handling Peak TPS of 30K during World Cup and IPL events. Used Protocol Buffers to store custom profile to reduce payload size on disk.Avg API latency 30ms
- Designed a custom product over Gupshup Messaging Platform for easy onboarding of customers having custom requirements for sending SMS and Whatsapp. 50 Crores Messages in a day. Peak TPS of 40K. Avg API latency 30-50ms
- Mentored a team of 4 Java Developers , performing code reviews

Software Engineer

Apr 2021 - July 2022

- Designed Rest APIs for different custom projects
- Developed an SFTP Based Messaging application for CRIS using multithreading in Java. Daily volume of 1-3 Crores SMS
- Optimised API Response time using caching in application memory and redis , async programming techniques
- Performed bug fixes and refactoring existing boilerplate code.

BSG IT SOFT PVT LTD

June 2019 - Mar 2021

Junior Software Engineer

- Developed New features in the Internet Banking Application written in Java Play Framework
- Developed and Integrated the Billdesk Bill Payment Feature (BBPS) in Internet Banking and Mobile Banking Code
- Developed Billdesk Payment Gateway in Internet Banking application.

TECHNICAL SKILLS

Programming Languages: Java , JavaScript , JQuery , HTML

Frameworks: Spring Boot , Play Framework

Databases: MySql , Redis

Technologies: RabbitMQ , AQS SQS , AWS S3 , Git , Jira , Postman , Linux , Cursor , Claude , ChatGPT

ACHIEVEMENTS

[Received Gupshup RnR for Q1, 2024 for Super Squad Award](#)