SARWAR **ALI**

· SOFTWARE ENGINEER ·

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SUMMARY

Backend Software Engineer with hands-on experience designing, building, and operating scalable microservices for enterprise and AI-powered systems. Skilled in Golang, Python, FastAPI, and cloud-native architectures on AWS, with deep experience in Redis, message queues, and distributed processing. Known for end-to-end ownership, improving system reliability, reducing latency, and hardening production systems through observability, CI/CD optimization, and security best practices.

EDUCATION

Master Of Technology — **Indian Institute of Information Technology, Allahabad, India**
CGPA 8.4 — August, 2020

Bachelor Of Technology — **Indian Institute of Information Technology, Allahabad, India**
CGPA 7.8 — August, 2020

EXPERIENCE

Software Engineer | BureauID, Bengaluru, India — April 2025 - February 2026

- Owned DigiLocker integration end-to-end (design, implementation, production support), iterating on workflow correctness, reliability, and performance across multiple releases.
    - Reduced flow complexity by revamping the DigiLocker workflow (including 4-step → 2-step), and improved handling for pinless vs standard flows.
    - Improved correctness of document-level outcomes (e.g., individual document fetch status) and safely managed regressions via targeted reverts/syncs when needed.
    - Increased robustness with better failure semantics (empty-list vs error, per-document failure status), plus rate limiting and defensive error handling for edge cases (e.g., null xmlUrl).
    - Strengthened maintainability/ops with deeper logging/observability, webhook logic fixes + schema updates, and a major reliability change: migrated DigiLocker state from Redis to DB.
- Optimized CI/CD + Docker build pipeline for AWS ECS (GitHub Actions), consolidating multi-environment workflows into a reusable deploy-common flow and removing redundant base-image steps, reducing deployment time from ~15 minutes to ~5 minutes.
- Resolved VAPT high/medium findings by upgrading vulnerable OS/Python dependencies (Docker base image + pinned packages), adding hardening steps in container builds, and aligning repo tooling/config to prevent regressions.
- **Tech Stack - Golang, Python, Redis, MongoDB, Docker, AWS**

Software Engineer | Knowl, Bengaluru, India — September 2024 - April 2025

- Member of a 3-person engineering team building an enterprise-scale AI-powered call center automation system handling 150K daily borrower interactions matching the capacity of 500 human agents, with system capability to initiate 900K+ outbound calls daily
- Engineered distributed calling system managing 1,500+ concurrent calls using AWS SQS, Redis, and microservices architecture:
    - Reduced call initialization latency by 90% through Redis caching implementation
    - Built fault-tolerant resource management system with automated provider failover
    - Designed asynchronous message queue system with sub-50ms processing times
- Developed automated call quality monitoring system analyzing real-time metrics:
    - Implemented priority-based auditing for LLM, STT, and TTS latency thresholds
    - Created detection system for call disruptions and bot response delays
    - Built analysis pipeline for speech recognition accuracy across multiple languages

- Enhanced system scalability and performance:
    - Implemented metadata processing system with 40 parallel workers
    - Architected background processing using multiprocessing queues
    - Expanded multilingual support (Tamil, Indonesian, English)
    - Scaled system architecture supporting 15 clients with custom workflows
- **Tech stack - Python, FastAPI, PostgreSQL, Redis, Docker, AWS-SQS, EventBridge, S3, EC2**

Tiffyy | Pune, India **August 2021 - September 2024**

- Architected and developed a full-stack food delivery platform serving 5,000+ users, implementing end-to-end solutions from order processing to delivery tracking.
- Architected, implemented, and deployed backend systems with high availability using redundancy and monitoring practices.
- Implemented robust security features including JWT-based authentication, role-based access control, and automated security logging.
- Spearheaded the integration of the app with kitchen operations, reducing order processing time by 80%
- **Tech stack - Python, FastAPI, MongoDB, Redis, NGINX, GIT and Docker**

Software Engineer | Holiday Travel Triangle, Gurgaon, India **August 2020 - August 2021**

- Led development of the Travel Triangle Supply Network (TTSN) platform, serving 100+ travel agents
- Developed and maintained RESTful APIs enabling travel agents to manage packages, resulting in 40% increase in package customization options.
- Optimized package pricing through A/B testing implementation, leading to 25% improvement in conversion rates
- Designed and developed an intuitive agent dashboard streamlining hotel ac

Software Development Intern | Synaptic, Gurgaon, India **January 2020 - April 2020**

- Optimized Crunchbase data processing pipeline, successfully handling 2GB+ of compressed data with 100% accuracy
- Implemented automated data validation and error detection systems, reducing manual review time by 80 to 90%
- Gained proficiency in API integration and other relevant tools, contributing to the project's success.
- **Tech Stack - Django, Python, PostgreSQL, Redis, Git**

SKILLS

Back-end	Node.JS, Express.JS, Django
Programming	JavaScript, Python, Java, Go
Tools	Git, Redis, PostgreSQL, Kafka, MongoDB, AWS, EC2, S3, Lambda, Docker
Technicals	Object Oriented Programming, Software Architecture, Algorithm, Data Structure
Non-Technicals	Project Development, Leadership, English, Hindi

CERTIFICATIONS

Node.js Essential Training	*LinkedIn, Learning*
Learning NPM: A Package Manager	*LinkedIn, Learning*

ACHIEVEMENTS

Co-founder | Dakia, Allahabad, India **January 2018 - September 2019**

- Co-founded DAKIYA, a startup during my college period with the goal of revolutionizing local delivery services.
- Secured a significant investment of **₹250,000 from Y Combinator**, a prestigious startup accelerator, demonstrating entrepreneurial vision, fundraising acumen, and the viability of our business concept.
- Led the development and launch of a Decentralized Delivery App, overseeing product development, user experience design, and operational logistics.
- Organized and executed the DAKIYA Night event as part of Effervescence 18, a large-scale promotional event showcasing our platform and attracting new users.