

Kshitij Singh

- **Address:** Bangalore, India
- **Phone number:** +91-9005367937
- **Email address:** chatkshitij@gmail.com
- **Web:** ikshitij.com



Profile

Experienced Engineering Manager with over 7 years in software development. Led the creation of a multiple high impact microservice at Zepto, improving customer experience and business metrics. I bring a strong foundation in microservices architecture and agile methodologies to enhance team performance and project outcomes.



Experience

04/2025 – present
Bangalore, India

Engineering Manager Zepto

- Building entire in-house customer support stack using AI powered customer support agents.
- Worked on coupons, campaign, Zepto wallet and payments system during the 0-1 journey of business.
- Skilled at aligning technical strategy with business goals, optimizing system performance, while implementing best practices.
- Interviewed 300+ candidates across various engineering and support roles.
- Manage team of 9–10 members.
- **Tools and Technologies:** Golang, Python, Postgres, MongoDB, Redis, Kafka, JAVA, AWS cloud services, Microservices, Monolith, GRPC based communication, LLMs based AI chatbots, Docker, Kubernetes, Git, Grafana, JIRA, Agile sprints, RAG, AI Agents.

10/2023 – 03/2025

Technical Lead Zepto

- Lead the development of multiple Backend systems from scratch. These systems power Homepage and Layouts, entire Product Catalog and Pricing across Zepto app.
- Build scalable Backend systems to handle 100K+ rpm throughput and potentially higher.
- Lead average team size: 22-24 members.

03/2022 – 09/2023

Senior Software Engineer Zepto

- Worked on 0-1 journey of Zepto, building Zepto monolith backend service
- Worked to build Coupons f/w, Bank offers, Campaign stack.
- Build Zepto wallet.
- Team size: 18 Engg members

11/2019 – 02/2022
Bangalore, India

Product Engineer Gojek

- Project - Driver Allocation (Customer Driver Matchmaking System)
- Responsibility to creating and maintaining a system to match customers with efficient drivers across 4 countries. This supported multiple business usecases such as cab discovery, food delivery, medicine delivery etc
- Countries of presence - Indonesia, Thailand , Singapore, Vietnam
- **Tools and Technologies:** Golang, Clojure, JAVA, SQL, PostgreSQL, NoSQL, GCP, Cljs, Extreme Programming, Clean code, Docker, Kubernetes, Git.



Experience

03/2018 – 10/2019
Bangalore, India

R&D Engineer Nokia Solutions and Networks

- Project - CEMoD (Customer Experience Management on Demand)
- A Big data based Analytics product that derives customer experience based on some KPIs for Telecom Providers
- Clients—AMX Argentina, U.S. Cellular, MTN Nigeria, Vodafone Idea India etc.
- Breaking down legacy monolithic software into microservices
- **Tools and Technologies:** Full Stack Web Development, JavaScript jQuery, CSS, HTML, Spring boot, JAVA, SQL, ReactJS



Education

Pune

Mobile Computing | PG Diploma Centre For Development Of Advanced Computing , ACTS GPA: 67.5%

Lucknow

Computer Science | B.Tech Ambalika Inst. of Management & Technology GPA: 72.93%

Raebareli

Science | 10th & 12th St. Peter's College GPA: 73.28% (10th) & 71% (12th)



Side projects

Swapcode.ai

Swapcode AI AI based Code generator, debugger and code converter.

Producthunt- SuperDMs

SuperDMs A Twitter DMs automation tool built with, ReactJS, Golang, Postgres, Supabase. **Link:** producthunt.com/products/superdms

Open source, Github

My Landing Page Minimal reusable portfolio page. **Link :** <https://github.com/singhkshitij/My-Landing-Page>



Highlights

11/2024

Spoke at MongoDB's Annual Event Represented Zepto in MongoDB's annual event and talked about MongoDB usage pattern. Was also featured in MongoDB's tech blog. **Video:** <https://www.youtube.com/watch?v=F7NdLrmxnx8&t=6s> **Blog:** <https://www.mongodb.com/company/blog/innovation/commerce-scale-zepto-reduces-latency-by-40-percent-mongodb>

05/2025

Featured on Zepto's tech blog Talked about how Zepto handles spiky traffic and ensures 99.99% uptime. **Blog:** <https://blog.zeptonow.com/what-happens-when-zepto-gets-hit-with-a-traffic-tsunami-6724578d30e4>



Highlights

05/2019

Certificate of Excellence

Nokia

Recognised for successfully bringing POC work to Production.

07/2016

Star Performer of the Batch

HPES INDIA

For developing one of the projects during Android training at HP.