

Radhakrishna Nayak Nagar

YEARS OF EXPERIENCE **9 years**

TECHNOLOGIES Python, Go, PostgreSQL, Redis, Amazon Web Services

PROFESSIONAL EXPERIENCE **Plivo**, Bangalore

Plivo is a Y-Combinator backed communications platform that provides businesses with APIs, SDKs, and Cloud Platforms to integrate communication workflows in products. ☞

Software Development Engineer - 3

Feb, 2019 - Present

- **Zentrunk** - SIP trunking service that is distributed across 6 regions in 5 continents. ☞
- Backend lead engineer responsible for architecting and decision making related to engineering.
- Identified limitations and proposed various actionable steps to scale the product to serve 1000 calls per second and to achieve an uptime of 99.99%.
- Implemented domestic call routing that reduced cost by 50% and increased quality by 10%.
- Technical upskilling and mentoring 2 engineers.

Technology Stack: Go, Python, PostgreSQL, Redis, and a host of AWS services

- **Account Service** - Customer account operations and authentication service.
- Owned authentication service that processes around 280 requests per second with p99 response time of below 5ms.
- Increased resiliency to ensure 99.99% uptime by setting up service in multiple regions with automatic failovers.

Technology Stack: Go, PostgreSQL, Redis

Software Development Engineer - 2

Sep, 2016 - Jan, 2019

- **Zentrunk** - SIP trunking service that is distributed across 6 regions in 5 continents. ☞
- Architected and designed Zentrunk focusing on low latency, high availability and high throughput.
- Implemented longest prefix match based rating service that had p99 response time of below 5ms.
- Implemented a critical coordinator service that acts as a gateway between voice and non-voice components with high availability of 99.9% uptime.
- Implemented an in-memory ticker based heartbeat service for deducting customer's balance at specific intervals during the live calls to reduce fraud and limit revenue loss.
- Implemented asynchronous service that processes the call details to reconcile customer's balance transactions.

Technology Stack: Go, Python, PostgreSQL, Redis, celery, Jenkins and a host of AWS services

- **PlivoCloud** - Interface for customer's to manage their Plivo account and API integrations. ☞
- Implemented various features - reduce fraud, payment gateway integrations, single sign-on for internal portals.
- Implemented redis based session management with the expiration of inactive sessions and feature to logout from all devices.
- Proposed an architecture to migrate plivocloud to micro-services with dedicated voice, SMS, phone number, account and payment services.

Technology Stack: Python, Django, PostgreSQL, Redis, celery

Jnaapti, Bangalore

Jnaapti is an EdTech startup that provides custom learning solutions and training processes to suit learner needs.

Senior Product Engineer

Feb, 2014 - July, 2016

- **Virtual coach** - Self-paced customisable learning tool, featuring ubuntu based lab that enabled the learner's to experiment/learn over 20+ technologies. ☞
- Responsible for leading and decision making related to engineering.
- Designed and implemented a review automation engine that optimized coach's time up to 40% by running automated tests against learner's solution.
- Implemented an interactive dashboard for coaches that gave insights into learners performance.
- Mentored a team of 2 engineers to implement a web based personal wiki management tool.
- Implemented various reusable UI components using ReactJS that help reduce development time for new pages.
- Reviewed and coached people with various levels of experience on "virtual coach".

Technology Stack: Python, Django, NodeJS, ReactJS, MySQL, MongoDB, Redis, ExpressJS, AngularJS, Docker

Infosys, Bangalore

Infosys is an NYSE listed global consulting and IT services company.

Systems Engineer

July, 2011 - Feb, 2014

- Contributed to implement a tool for configuring aeroplanes for the client. ☞
- Implemented and tested various feature requests from the client.

Technology Stack: C#, Microsoft .NET Framework

ACHIEVEMENTS

- Plivo Awards - Designing and implementing the new CDR System.
- Plivo Awards - Debugging and solving the DB driver problem.
- Technical reviewer for "Troubleshooting Docker" book. ☞
- Infosys - MFG Star Award - Q1 - FY 2014.
- Won prizes at various coding competitions at the college level.

EDUCATION

Visvesvaraya Technological University, Belgaum

Bachelor of Engineering in Computer Science and Engineering

Graduation Year - 2011

CONTACT INFORMATION

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