

Shubham Sinha

Senior Backend and Platform Engineer

SUMMARY

- Backend and Platform Engineer with 7+ years of experience in fintech, cloud platforms, and event ticketing, specializing in scalable payment systems and compliance workflows (KYC/KYB/KYT).
- Proficient in Go, Python, JavaScript, Kafka, RabbitMQ, and AWS services, with expertise in CI/CD automation, containerization (Docker, Kubernetes), and Linux infrastructure.
- Led critical migrations including Linux VM to Kubernetes, and Jenkins to GitLab CI, achieving zero downtime and improved deployment efficiency.
- Developed multi-tenant SaaS products reducing client go-live time from 1 year to 2 months, and implemented idempotent payment processing to prevent double spending.

TECHNICAL SKILLS

Main Technical Skills	Go (3 yr.), Python (7 yr.), JavaScript (4 yr.)
Programming Languages	Go (3 yr.), JavaScript (4 yr.), Python (7 yr.), TypeScript (1 yr.)
JavaScript Frameworks	Angular (4 yr.)
JavaScript Libraries and Tools	Puppeteer (1 yr.)
Databases & Management Systems / ORM	AWS DynamoDB (1 yr.), PostgreSQL
Cloud Platforms, Services & Computing	AWS (4 yr.)
Amazon Web Services	AWS CDK (1 yr.), AWS CloudWatch, AWS DynamoDB (1 yr.), AWS EventBridge, AWS Lambda (1 yr.), AWS SQS (2 yr.)
Azure Cloud Services	Azure Cloud Functions (1 yr.)
Methodologies, Paradigms and Patterns	Architecture and Design Patterns (4 yr.), Solution Architecture Design (4 yr.)
Deployment, CI/CD & Administration	CI/CD (3 yr.), CircleCI, GitLab CI (1 yr.), Jenkins (1 yr.)
Logging and Monitoring	Datadog, Sentry, Splunk
Virtualization, Containers and Orchestration	Docker (3 yr.), Kubernetes (1 yr.), Terraform (1 yr.)
Version Control	Github Actions

SDK / API and Integrations	GraphQL, RESTful API, ServiceNow API (1 yr.), Sumsb (1 yr.)
Collaboration, Task & Issue Tracking	Jira
Message/Queue/Task Brokers	Kafka (3 yr.), RabbitMQ (4 yr.)
QA, Test Automation, Security	Puppeteer (1 yr.), QA Automation (4 yr.)
Other Technical Skills	for Kernel-based Virtual Machine, Linear algebra, RDS (1 yr.)

WORK EXPERIENCE

Senior Software Engineer - Noah (Financial Services Integration and Compliance Workflows)

Duration: April 2025 - Present

Summary:

- Developed and integrated financial services solutions for off-ramping and on-ramping, including compliance workflows for crypto wallets and virtual account integrations with banking partners
- The project focused on secure, compliant, and scalable payment systems

Responsibilities:

- Built and integrated financial services for off-ramping and on-ramp solutions.
- Developed compliance workflows like travel rules for wallets with crypto.
- Implemented idempotent processing to prevent double spending.
- Monitored logs and error metrics to prevent downtime.
- Integrated virtual accounts for EUR and USD with banking partners such as Leadbank, Volt, and Openpayd.

Technologies: Go, Kafka (AWS MSK), SQS, Docker, Linux VMs EC2, AWS

Software Engineer - ServiceNow (Global Cloud Platform Research and Development)

Duration: January 2024 - April 2025

Summary:

- Architected and managed the MID Server lifecycle on bare-metal Linux VMs and led migration efforts to containerized environments within ServiceNow's Kubernetes cluster
- The project aimed to improve infrastructure reliability, security, and automation for cloud platform services

Responsibilities:

- Architected and managed MID Server lifecycle on bare-metal Linux VMs across datacenters.
- Built credential resolver integrating external identity providers to reduce silent failures by 95%.



- Automated provisioning with Puppet for seamless MID server deployment.
- Led migration from CentOS to RHEL8 with zero downtime and improved security.
- Executed phase 1 migration from Linux VMs to containerized MIDs in Kubernetes, reducing startup time from 8 to 1 minute.
- Assisted migration from Jenkins to GitLab CI and JFrog for unified CI/CD.
- Monitored Kafka servers and automation pipelines to ensure reliability and SLA adherence.

Technologies: Java, Kafka, Docker, Kubernetes (Snowsk8s), Linux VMs, Puppet (IaC), GitLab, Terraform, ServiceNow Cloud

Software Engineer - Core Platform - Eventbrite (Fiat Payment Methods and Compliance Integration)

Duration: November 2022 - January 2024

Summary:

- Developed and integrated fiat payment methods for payouts across LATAM, Africa, and Asia, incorporating compliance workflows for KYC, KYB, and KYT validations
- The project enhanced payout reliability and compliance while supporting multiple financial service integrations

Responsibilities:

- Built and integrated fiat payment methods enabling local bank transfers, PIX, Mobile Money, and UPI payments.
- Developed compliance workflows integrating Sumsb and Sardine for KYT, KYC, and KYB validation.
- Implemented transaction hold mechanics for compliance review, reducing support effort by 50%.
- Created onboarding flows for compliant payment access.
- Implemented idempotent processing to prevent double spending.
- Acted as first responder for production issues, performing root-cause analysis and timely resolution.
- Monitored logs, dead-letter queues, and error metrics to prevent downtime.
- Authored internal documentation and improvement plans for payout reliability and compliance.
- Supported go-lives for multiple financial service integrations.

Technologies: Go, Python, Typescript, AWS stack (Lambda, SQS, Eventbridge, CDK, DynamoDB, RDS, Step Functions)

Senior Engineer - Nagarro (Multi-Tenant Multi-Instance Internal Products and Client Solutions)

Duration: December 2018 - November 2022

Summary:

- Developed internal multi-tenant and multi-instance products to accelerate client go-live times and collaborated on diverse client projects in finance, cloud, and hospitality domains
- The projects aimed to improve operational efficiency, customer satisfaction, and reduce costs



Responsibilities:

- Built internal multi-tenant and multi-instance products reducing client go-live time from about a year to 2 months.
- Established SOPs for customer onboarding, reducing onboarding time by 30% through automation and data migration.
- Developed webhook module for finance clients to provide event notifications, eliminating indefinite polling.
- Worked on frontend development and APIs for cloud service health metrics and resource provisioning.
- Delivered Field Service Management solution for hotel chains improving servicing operations and escalation metrics.

Technologies: Angular, Python, RabbitMQ, AWS Stack, Multi-Tenant, Multi-Instance architecture, Automation scripts

EDUCATION

- **B. Tech (CSE)**
Govind Ballabh Pant Govt. Engineering College Delhi, India
2014-2018

