

CHINTAN PUGGALOK

+91-8527162716 | chintanpuggalokbackenddev@gmail.com | [LinkedIn](#) | [GitHub](#)

SUMMARY

Results-oriented Software Engineer 2 with ~3 years of experience designing high-throughput, distributed backend systems (Java, Kafka, AWS) and developing Agentic AI solutions to automate operational workflows, enhance scalability, and drive reliability.

EXPERIENCE

Software Development Engineer 2

Aug 2025 – Present

Amazon

Bengaluru, KA

- Spearheaded the flagship Global Store Competitive Match Pricing launch (UK to IE), engineering the organization's first configurable price floor to enable external competitor-price matching at scale.
- Led the Sandfire compliance initiative within the CP Precompute system, driving data deletion architecture (DynamoDB, Glue) and demonstrating strong ownership through rapid team onboarding and cross-functional guidance.
- Enhanced *CrossBorderCPCalculator* reliability and observability by resolving complex OOM/heap anomalies, integrating JFR profiling, and driving fleet-wide platform migrations (JDK 21, Kotlin 2.x, Gradle 8.x).
- Architected HLD/LLDs for dynamic XB price optimisation and scalable DocStore ingestion via GraphQL, expanding cross-border offer mapping configurations across 28+ international arcs.
- Recognized in the 2026 Annual Review for strong Bias for Action and technical leadership; consistently balanced high-velocity deliverables with team mentorship and advocated for code quality in complex design discussions.

Software Development Engineer 2

Jan 2025 – Aug 2025

Intuit

Bengaluru, KA

- Led team of 7 engineers enhancing operational excellence: implemented Wavefront Golden Signal monitoring, Gatling performance testing, and conducted FMEA identifying critical risks to ensure reliable support for 50k+ candidates.
- Spearheaded development of a strategic Self-Serve Rehire system (Hexagonal Architecture, GraphQL), delivering reusable adapter components to reduce integration time and targeting a 50% reduction in hiring costs.
- Drove operational improvements (optimized CI/CD with Docker/Jenkins, resolved security vulnerabilities, integrated Renovate Bot) resulting in faster, secure deployments & automated dependency management.

Software Development Engineer 1

Aug 2023 – Jan 2025

Intuit

Bengaluru, KA

- Architected & owned core reactive Lead Consumer service (Kafka, Project Reactor, DGS) processing 1.4M+ leads/year ($\leq 10s$ latency) for a \$22M initiative; architecture recognized as org. "gold standard".
- Implemented real-time Apache Flink pipelines (deduplication, validation), ensuring high data quality & boosting form conversion 14%.
- Developed standardized parallel Karate testing framework, adopted across services to improve test reliability & reduce execution time.
- Introduced Drools rule engine for complex lead qualification logic, enhancing system maintainability.
- Delivered multi-channel invitations (boosting portal adoption 20%) & automated Camunda BPMN timers (accelerating hiring 20%).

PROJECTS

SIM Ticketing Analysis Agent | *GenAI, LLMs, Internal Ticketing Systems*

Aug 2025 – Present

- Engineered a GenAI-driven agent to query and analyze SIM ticketing platforms to identify common patterns across services.
- Automated the generation of comprehensive Knowledge Transfer (KT) reports and architecture maps, significantly accelerating service ownership transitions.

Agentic Hiring Bot | *Langchain, Python, Vector Database*

April 2025

- Developed an Agentic Bot for The recruiters and Candidates to help them know about the processes and reduce dependence on humans.

Phone Screen Automation Prototype (GED) | *Automation, Knowledge Engine, Prototyping*

Oct 2023

- Led the rapid prototyping of a Phone Screen Automation solution using Knowledge Engine during Global Engineering Days (GED) to streamline the initial hiring stage.
- Demonstrated significant business impact potential (45,000+ hours/year projected savings), resulting in leadership recognition and initiative prioritization.

EDUCATION

Indraprastha Institute of Information Technology

Aug 2019 – Jul 2023

Bachelor of Technology in Computer Science and Applied Mathematics | GPA: 8.67/10.0

Delhi, India

TECHNICAL SKILLS

Languages: Java (11+), Kotlin, Python, SQL (Postgres), JavaScript, GraphQL

Frameworks/Platforms: Spring Boot, Project Reactor, Kafka, Apache Flink, DGS Framework, Drools, Camunda BPM, React/Redux, JUnit, Karate, Gatling

Cloud/Infra/Observability: AWS (DynamoDB, Glue, S3, ECS, SQS), Kubernetes, Docker, Jenkins, CI/CD Pipelines, Splunk, Wavefront, Git

Concepts/Methodologies: Distributed Systems, Microservices Architecture, Reactive Programming, Event-Driven Architecture, Hexagonal Architecture, API Design, Stream Processing, Rules Engines, Automated Testing, FMEA, Dependency Management, Operational Excellence, Observability, System Design, GenAI, Agentic AI

AWARDS & RECOGNITION

Intuit Recognition: 10+ Spotlights (Customer Obsession, Technical Innovation, Courage, Stronger Together).

Hackanoodle by Zomato (2022): 3rd Place Finalist (National E-commerce Hackathon).