

Sumit Sawant

BACKEND ENGINEER · LOTUSFLARE

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PROFILE

Backend engineer with 8+ years of experience across network APIs, orchestration, workflow automation, SaaS integrations, and production support. Currently building scalable services for LotusFlare’s Network API Marketplace; formerly a Senior Software Engineer on Freshservice Orchestration.

CORE TECHNOLOGIES

Languages

Java · Go · JavaScript · Groovy · Ruby

Backend & data

Vert.x · Redis · RabbitMQ · PostgreSQL · MySQL · Elasticsearch

Cloud & platform

AWS · Azure · GCP · Docker · Kubernetes · ArgoCD · Nginx

Quality & performance

JUnit · Mockito · SpotBugs · JMeter · Locust · Jenkins

Domains

Network APIs · Orchestration · Cloud discovery · Workflow automation · SaaS management

EDUCATION

B.E. Information Technology

First Class
JSPM’s Rajarshi Shahu College of Engineering
Savitribai Phule Pune University
2012–2017

RECOGNITION

Above & Beyond — Q1 Silver Award

Freshworks · June 2025
Team award for resolving a critical security issue during a high-stakes customer escalation.

PUBLICATION

Implementation of Two Level QR Code (2LQR)

IJARCCCE · May 2017

EXPERIENCE

Backend Engineer · LotusFlare

APR 2026 – PRESENT

Network API Marketplace · Pune · On-site

- Building backend systems for a marketplace that helps communications service providers expose, manage, and monetize communication and network APIs.
- Developing scalable, reliable services spanning API publishing, developer onboarding, purchasing, metering, billing, and support.

1.25B+

PLATFORM TRANSACTIONS

45+

ORCHESTRATION APPS

<1 sec

FROM ~3 MIN RESPONSE

Senior Software Engineer · Freshworks

MAR 2020 – APR 2026

Freshservice Orchestration Platform · Bengaluru / Chennai

- Helped build and scale Freshservice Orchestration, which processed 1.25B+ transactions across 50 integrated application orchestrations and served 6,058 accounts.
- Led development, migration, maintenance, testing, and production support for 45+ orchestration apps across identity, on-premise, cloud, and SaaS.
- Revamped execution beyond a 29-second limit, eliminating AWS Lambda timeouts and reducing responses from roughly three minutes to under one second.
- Built services with Java, Vert.x, Redis, and RabbitMQ; improved JUnit and Mockito coverage across 9+ connectors.
- Resolved 1,000+ complex L2 issues and joined 500+ customer calls across six global regions, covering AD Web Services, Kerberos, NTLM, DNS, permissions, firewalls, and connectivity.
- Integrated Zoom, Slack, Dropbox Business, Azure AD, OneLogin IAM, and Smartsheet with CMDB and SaaS Management, identifying USD 50K+ in savings for internal IT.
- Fixed SSRF vulnerabilities, supported OAuth migrations, hardened credentials, and mentored engineers and QA on troubleshooting and production readiness.

Software Product Developer · Infiverve Technologies

JUN 2018 – MAR 2020

Flint unified automation platform · Pune

- Implemented loop-based workflow automation, asynchronous scheduling with Vert.x, and Go/Groovy automation scripts.
- Built 50+ Webix analytics widgets and contributed to a PostgreSQL multi-schema to single-schema tenancy migration.