Sumit Sawant

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in LinkedIn | 📚 Stack Overflow | ⭕ Github (Work) | ⭕ Github (Personal) | 🌐 Personal Website

📍 A/P-Lotewadi (new), Taluka - Sangola, District - Solapur, State - Maharashtra, India, Pincode - 413306.

SKILLS

Languages: Java, JavaScript, Ruby on Rails, Groovy, Golang; **Frameworks/Libraries:** Vert.x, Vue.js, Webix UI; **Cloud Platforms:** AWS, Azure, GCP, VMware; **DevOps:** Git, Jenkins, JMeter, Locust, ArgoCD, Docker, Kubernetes, Nginx; **Databases:** PostgreSQL, MySQL, Redis, Elasticsearch; **Tools:** JUnit, Mockito, SpotBugs, RabbitMQ; **Domain Knowledge:** Orchestration, Cloud Discovery, Workflow Automation, SaaS Management.

EXPERIENCE

- **Freshworks (Product: Freshservice)** — Chennai, India
  Senior Software Engineer — *March 2020 - Present*
  - **SaaS Management and Integration**: Integrated SaaS applications (e.g., Zoom, Slack, Dropbox for Business, Azure Active Directory, Onelogin IAM, Smartsheet) into Freshservice CMDB, enabling usage tracking and cost savings exceeding $50K for internal IT while driving new revenue streams.
    Optimized SaaS microservices by introducing caching and queuing for large JSON objects, enhancing reliability and reducing memory footprints using Redis and RabbitMQ.
  - **Cloud Solutions and Orchestration**: Lead development of 45+ orchestration apps.
    Designed scalable APIs and performance optimizations, cutting response times from 3 mins to under 1000 ms, and delivered cloud discovery metrics via Java and ElasticSearch in hackathon projects.
  - **Orchestration Architecture Revamp**: Revamped orchestration architecture to support synchronous flows, eliminating AWS Lambda-based timeouts and boosting automation efficiency across production workflows.
    Developed new orchestration apps (e.g., PagerDuty, Azure Blob Storage, Bitbucket) using Java, Vert.x, and Vue.js, deploying microservices and marketplace apps with support documentation.
  - **Customer Support and SLA Achievement**: Closed 227+ L2 support tickets with 95.92%–100% SLA compliance, participating in numerous customer calls to improve onboarding and issue resolution.
    Delivered end-to-end QA ownership for multiple support bugs, user stories, and technical stories, ensuring seamless production deployments.
  - **Security and Workflow Enhancements**: Fixed critical security vulnerabilities (e.g., SSRF in Alerts Workflow Automator), enhancing product reliability.
    Seeded sample workflows for apps like AWS Lambda, Google Calendar, and MS Teams, increasing adoption by new customers.
  - **Mentorship and Process Improvement**: Mentored engineers on orchestration development, testing, and deployment while contributing to team collaboration.
    Authored setup guides, updated configuration pages, and maintained Orchestration Apps FAQs, streamlining onboarding for engineers and support teams.
  - **Hackathon Contributions**: Participated in ITBU Hackathon 2023 and Freshservice Hackathons, delivering innovative cloud solutions like real-time CPU, memory, and disk usage tracking using Metricbeat agent and Elastic Search

- **Infiverve Technologies acquired by Freshworks in 2020 (Product: Flint)** — Pune, India
  Software Product Developer — *June 2018 - March 2020*
  - **Workflow Automation**: Implemented Loop Activity feature enabling repeated service triggers for workflow automation.
  - **Analytics Dashboard**: Developed 50+ widgets for resource usage trends and cost analytics using Webix UI library.
  - **Database Migration**: Contributed to Postgres migration from multi-schema to single-schema for multi-tenancy.
  - **Async Programming**: Implemented tag management and async scheduling activities using Vert.x.
  - **Automation Scripts**: Developed Golang scripts for remote command execution and Groovy scripts for asset management.
  - **Security Enhancement**: Fixed security vulnerabilities via static code analysis using SpotBugs.

EDUCATION

- **Bachelor of Engineering in Information Technology with First Class** — June. 2012 – June. 2017
  JSPM's Rajarshi Shahu College of Engineering affiliated to Savitribai Phule Pune University — *Pune, India*