

Raghav Shukla

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EXPERIENCE

ProficonLabs Private Limited

Apr 2024 – Present

Software Engineer

Hyderabad

- Designed and launched **Sews.ai**, a production-grade **WhatsApp Business automation platform** used for onboarding, messaging, and workflow automation across multiple businesses.
- Engineered scalable chatbot infrastructure (**webhooks, routing engine, session lifecycle, template/media flows**), improving message throughput and reliability across high-volume clients.
- Architected backend for **Simplo.ai** (Spring Boot + MongoDB), reducing **API latency by 40%** via indexed queries and optimizing **bandwidth usage by 80%** through Gzip compression.
- Built real-time capabilities using **Kafka + WebSockets**, enabling instant UI updates and stream-based processing for internal analytics pipelines.
- Implemented microservice essentials **API Gateway, Eureka Discovery**, inter-service communication, and **Redis caching**, cutting redundant DB calls by **60%**.
- Contributed core **Python/Django** modules to **PlusGold** (featured on *Shark Tank India*), supporting its funded launch and initial scale-up.
- Led a **team of 5 engineers**: architecture decisions, code reviews, sprint planning, and delivery ownership, improving release quality and velocity.

Isthara Coliving & Foodcourt

May 2022 – Mar 2024

Software Engineer

Hyderabad

- Developed and maintained **Spring Boot + MongoDB** APIs powering a food-delivery platform serving **10K daily users**.
- Owned and optimized the finance-critical **Settlement of Accounts** module, improving reconciliation accuracy and reducing manual corrections.
- Integrated **Cashfree** and **Oracle Netsuite**, eliminating manual ledger work and reducing operational workload by **80%**.
- Automated PDF/Excel reporting and CRON-based workflows; deployed services on **AWS EC2** achieving **99.9% uptime**.

TECHNICAL SKILLS

Programming Languages: Java, Python

Backend Technologies: Spring Boot, Django, REST APIs

Database Systems: MongoDB, Redis, NoSQL, Qdrant (Vector DB)

Microservice Architecture: API Gateway, Eureka Discovery, Service Communication

Messaging & Real-time: Apache Kafka, WebSockets

DevOps & Tools: Git, AWS EC2, Firebase

AI & Automation: RAG pipelines, MLOps Integrations, Prompt Engineering, Workflow and Agent Automation

PROJECTS

Automated Appointment Scheduling System — Python, WhatsApp API, Google Calendar

2025

- Built a fully automated **text-based appointment booking system** using WhatsApp API, generating slot availability dynamically and auto-scheduling confirmed meetings.
- Integrated with **Google Calendar** and **Calendly** for instant confirmation and conflict-free scheduling.

Reddit Backend Clone — Spring Boot, Spring Cloud, MongoDB

2024

- Implemented a Reddit-style backend using Spring Cloud microservices (Gateway, Discovery, Config, User, Subreddit, Post).
- Used **Feign clients** for clean inter-service communication and scalable modular architecture.