

SHIVAM DONGRE

📍 Bangalore, India ☎ +91 8770544633 ✉ ishivamdongre@gmail.com
🔗 spd123 🌐 shivamdongre

Experience

Oracle Cloud Infrastructure (OCI)

June 2024 – Present

Senior Member of Technical Staff

Bangalore, India

- **Pulse - OCI Fleet Health Monitoring:** Initiated, defined, and led the development of Pulse, OCI's fleet health monitoring platform, establishing the product vision, engineering roadmap, and system architecture from inception to production.
- Designed and built **Pulse** from the ground up—OCI's distributed hardware health platform monitoring **3M+** GPU accelerators and bare-metal servers across **100+** cloud regions, including **H200, GB200, GB300, and MI355X** fleets powering one of the world's largest production AI infrastructures. **Pulse** provides real-time hardware health visibility across infrastructure supporting **107K+** OCI customers, orchestrates data center repair operations, and automatically initiates fault remediation workflows.
- Architected the platform to remain operational during infrastructure failures through graceful degradation, alert rerouting, and resilient telemetry pipelines, ensuring hardware failures continue to be detected even under partial system outages.
- Designed a high-throughput telemetry ingestion pipeline and intelligent fault-classification engine capable of distinguishing genuine hardware failures from noisy operational signals at fleet scale.
- **Observability Platform :** Led the design and implementation of OCI's observability platform, processing over **5 TB/day** of telemetry and providing real-time fleet visibility to **100+ Fortune 500** customers. The platform became the primary incident investigation tool for **27** engineering teams, reducing MTTR from **8.31** to **5.24 hours** through a highly optimized telemetry ingestion and query architecture.
- Defined the multi-quarter product and engineering roadmap, led cross-functional architecture reviews across **9** engineering teams, and drove adoption through technical documentation, SOPs, and stakeholder onboarding.
- Mentored **6** software engineers through architecture reviews, technical coaching, project planning, and design discussions, improving engineering quality and execution.
- **Tech Stack:** Distributed Systems, Java, Apache Kafka, System Architecture, Clickhouse, Terraform

Acko

August 2021 – June 2024

Software Development Engineer II

Bangalore, India

- **Finacko - Distributed Financial Ledger:** Led the architecture and long-term evolution of Finacko, defining the platform roadmap and technical direction for Acko's distributed financial platform processing over **10M** transactions daily, eliminating manual finance operations and reducing operational costs by **80%**, serving finance, underwriting, and operations teams
- **Config Module on BigQuery:** Designed a configuration-driven abstraction layer over Google BigQuery that extended native SQL capabilities through dynamically executed JavaScript UDFs, enabling arbitrarily complex business logic without additional infrastructure cost or measurable latency impact
- **Dead-Letter Queue Retry System:** Introduced and developed a self-service DLQ retry platform on Apache Airflow that eliminated AWS SQS's **14** days retention limitation by enabling unlimited retries while allowing engineering teams to onboard new queues with config changes.
- Defined platform APIs and service contracts adopted across multiple product teams, establishing engineering standards that improved architectural consistency and reduced integration overhead. Led cross-functional architecture reviews across **13** engineering teams, driving technical design discussion and influencing the platform's long-term evolution.
- Mentored **3** engineers through design, code reviews, implementation planning, and production operations.
- **Tech Stack:** Java, Spring Boot, Python, PostgreSQL, Apache Kafka, Apache Airflow, Redis, Google BigQuery, AWS, NewRelic, System Architecture

Amdocs

August 2019 – August 2021

Software Engineer (Full Stack)

Pune, India

- **Ordering Management System:** Owned the development, deployment, and production reliability of payment and credit-check services supporting revenue-critical telecom ordering workflows built on a service-oriented architecture.
- **Data Migration Tool:** Refactored the core algorithm of the internal data validation tool, improving computational complexity by **40%**, significantly reducing time and cost of large-scale data migrations.
- **Multi-Channel Self Service:** Introduced compression and caching strategies across the API layer of the chatbot platform, reducing end-to-end API latency by **20%** and improving responsiveness for end users at scale.
- **Tech Stack:** Java, Spring, Oracle DB, Apache Solr, Service-Oriented Architecture

IndoriKart

Software Engineer & Co-Founder

August 2016 – February 2018

Indore, India

- Co-founded and built a local e-commerce platform from scratch, leading backend architecture, product development, and engineering while raising seed funding from local vendors and growing the customer base by 20%.

Projects

MedEasy | *Pharmacy AI OS* | In Progress

2025 – Present

- Building an AI operating system for India's 900,000+ pharmacies — automating prescription management, inventory, patient interactions, and compliance workflows that currently run on paper or legacy software.

Education

Institute of Engineering & Technology, DAVV

August 2015 – June 2019

Bachelor of Engineering in Computer Engineering

Indore, India

Technical Skills

Distributed Systems & Architecture: Distributed Systems, Platform Engineering, System Design, Event-Driven Architecture, Observability, Fault-Tolerant Systems

Languages: Python, Java, C++, SQL, JavaScript

Frameworks & Tools: Terraform, Spring Boot, Django, Apache Kafka, Apache Airflow, Apache Spark

Databases: Clickhouse, PostgreSQL, MySQL, Oracle DB, Redis, Google BigQuery, MongoDB

Cloud & DevOps: Amazon Web Services (AWS), Oracle Cloud Infrastructure (OCI), Linux, Git, NewRelic, Docker

Achievements & Awards

Outstanding Performer Award, Oracle Cloud Infrastructure - awarded for 3 consecutive quarters

Top Performer of the Year, Acko Engineering - awarded for 2 consecutive years