

Rithesh Sureshkumar

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SUMMARY

Software engineer with 4+ years building AI-backed backend services, data platforms, and infrastructure, including zero-to-one systems and Salesforce-integrated workflows. AI-first developer who uses Codex/Cursor and brings practical systems-design experience in Kafka, Kubernetes, and Terraform.

EXPERIENCE

Software Engineer 2

April 2023 - Present

NinjaVan, Hyderabad, Telangana, India

- Built a 0-to-1 AI customer-support agent: designed prompts/system context to interpret emails, map issues to Salesforce intent picklists, create and route cases, and automate status updates with quality checks and production monitoring
- Maintained an in-house near real-time analytics platform serving 3,000+ internal users and ingesting tens of terabytes daily: CDC/3rd-party feeds (Maxwell, TiCDC, Salesforce) flowed into Kafka before landing in a PySpark+Deltalake medallion architecture on GCS managed via Kubernetes atop a 20,000+ core, 50 TB RAM cluster
- Built a real-time omnichannel chat console unifying Shopify, Tokopedia, Lazada, and other marketplace inboxes so seller-support agents could triage thousands of text/image/order-tagged conversations from a single workspace
- Reduced infrastructure spend by 40% (roughly \$1M annualized) by migrating the platform's workloads and multi-terabyte datasets from Google Cloud/GCS to Huawei Cloud, including OBS (S3-compatible) storage
- Facilitated reverse ETL streams (e.g., driver earnings, Salesforce leads) to internal services via Kafka topics encoded with Protobuf contracts
- Cut DeepLynx infrastructure spend by 50% by re-architecting and administering it on the company-standard Kubernetes open-source stack (Kong, Terraform/Terragrunt, Grafana/Prometheus) for networking, logging, and observability

Founding Engineer

February 2022 - January 2023

DeepLynx (acquired by NinjaVan in 2023), Remote (Vienna, Austria)

- Contributed to the design and development of a real-time e-commerce stock/order sync platform that kept inventory consistent across Southeast-Asian marketplaces after every sale event, processing thousands of cross-channel transactions daily
- Built core product features (e.g., RBAC, bulk operations, scheduled price updates, core APIs) in tight collaboration with the CTO, CEO, and CPO in an early-stage environment
- Architected and administered the event-driven backend stack using Python, AWS SQS, and Postgres while leading release operations to ensure reliable deployments

SKILLS

<i>Languages</i>	Python, PySpark, Go, C++
<i>AI & Tools</i>	Codex, Cursor, Prompt Engineering, Git, Bash
<i>Infra</i>	Kafka, Spark, Postgres, Kubernetes, Docker, Terraform/Terragrunt, Helm, Elasticsearch, S3/GCS

EDUCATION

5-yr Integrated MSc Software Systems

June 2019 - June 2024

PSG College of Technology, Coimbatore, Tamil Nadu, India (CGPA: 8.63/10)
Entrepreneur's Club