

# Gopal Sharma

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## Experience

### Expedia

Software Development Engineer III

July 2021 – Present

Gurgaon, India

- > My primary responsibility is as a full stack engineer working on the Virtual Agent team, that handles all development for post booking support, at Expedia.
- > Part of the team that released the ChatGPT powered Virtual Agent to aid in conversation driven bookings.
- > Co-author of a pending patent for a LLM powered travel recommendation system.
- > Led the effort to optimize load times for the Virtual Agent, reducing load times by 70+%.
- > Led the effort to redesign our messaging Kafka pipeline to support generic payloads and multiple chat channels. This effort also led to a 20% reduction in message delivery time.
- > Spent a significant amount of time as a tech lead, mentoring junior engineers across a variety of projects.
- > Reworked the service infrastructure for the Virtual Agent from a ECS deployment to a Kubernetes managed instance deployment, which lead to both significant cost savings and slight performance improvements.
- > Worked on the Expedia iOS app to help set up a way for our virtual agent to drive hotel bookings.
- > Helped optimize the socket server costs for the Virtual Agent by introducing message compression/decompression and reducing message transfer size.
- > Helped port the Chat frontend from Vanilla React to a server-driven UI pattern.
- > Currently working as part of a multi-team effort to build a traveler social graph/network.

### Postman

Software Engineer

July 2020 – July 2021

Bengaluru, India

- > Primary responsibility was as a full stack engineer working on the web version of Postman.
- > Set up a new lazy initialization system that helped improve Postman web load performance by 75+%.
- > Combined the build pipeline for native and web codebases, and helped optimize it for both time and memory, bringing down pipeline costs by 45% and saving local development time.
- > Responsible for creation, configuration, and maintenance of the "Postman on Web" infrastructure on AWS.
- > Contributed significantly to the Postman internal design system

### Mordor Intelligence

Senior Software Engineer

December 2018 – July 2020

Hyderabad, India

- > Primary responsibility was as a full stack engineer working on web services for internal/external use.
- > Helped optimize the official website and the accompanying platforms for SEO, bringing the average page rankings down to single digits.
- > Sole owner of the real time chat socket server that helped 3000+ people communicate and receive real time notifications on a daily basis.
- > Built an automatic graph generator for the internal CMS that helped shave average delivery time by 15%.
- > Responsible for setting up the central logging and alarm service on ELK, allow for easier debugging and simplifying dev debugging.
- > Offloaded server load by 30% by setting up a varnish cache & a CDN on all our customer facing products.
- > Helped cut down costs by porting all our internal facing services to AWS Lambda.

## Techno Brain Limited

Contract Software Engineer

June 2018 – December 2018

Hyderabad, India

- > Worked on the Smart Transit Contract system that was adopted by multiple governmental agencies in Africa for cross-country trade.
- > Primary responsibility was as a Blockchain engineer, which included design, implementation and iteration of the smart contract and corresponding web services.
- > Worked with our counterparts at Microsoft to alpha test their Blockchain as a service framework.
- > Worked on a contract level data and logic separation pattern that allows for contract versioning and improved the scalability of the platform.
- > Was also responsible for Dev-ops on the Azure cloud platform for both the contracts and the web services.

## Education

### ICFAI University

BTech, Computer Science, 9.69 CGPA

2014 – 2018

Hyderabad, India

## Skills

**Programming** Javascript, Kotlin, Swift

**Frameworks** Node.js, React

**Databases** MongoDB, DocumentDB, MariaDB

**Miscellaneous** Kafka, Redis, GraphQL, AWS, Nginx