

Lokesh B M

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PROFESSIONAL EXPERIENCE

RAZORPAY | SENIOR SDE (VIA RECRU)

Bangalore, India | June 2025 – Present

- Led end-to-end development of a **Bulk Merchant Migration** feature contributing nearly **\$200K in quarterly GMV**, owning backend architecture, frontend implementation, UI/UX design, and product requirement definition.
- Operated as a cross-functional **full-stack** contributor across multiple teams, rapidly shipping internal tooling, automation workflows, and operational improvements in high-ownership, fast-paced environments.
- Designed and built **4+ LLM-powered agents** using **Generative AI** and **prompt engineering** techniques, automating debugging workflows, on-call assistance, and engineering support - reducing manual triage effort across teams.
- Built and integrated **agentic, AI-driven** internal tooling that improved observability and cut incident debugging effort significantly through automated root-cause analysis and operational workflows.
- Designed and implemented **database routing** and **reader/writer traffic separation** strategies, improving scalability and reducing load on primary databases.
- Led production deployments and infrastructure migration initiatives, including analytics modernization, with minimal downtime and operational risk.
- Investigated and resolved transaction reconciliation mismatches and production incidents under strict **SLA** timelines within high-scale fintech systems.

RAKUTEN | SOFTWARE DEVELOPMENT ENGINEER

Bangalore, India | Mar 2022 – May 2025

- Led development of a **telecom revenue assurance platform**, preventing potential revenue leakage of nearly **\$400K/month** by identifying billing inconsistencies.
- Designed and scaled **distributed microservices** using **Golang** and **Java Spring Boot** across a **12-service ecosystem** with **gRPC**-based communication, handling high-volume telecom transaction processing.
- Improved production reliability by integrating observability tooling (**Prometheus, OpenTelemetry**, structured logging), reducing **MTTD by 40%** and **MTTR by 50%**.

BRILLIO TECHNOLOGIES | PRODUCT ENGINEER

Bangalore, India | Aug 2021 – Mar 2022

- Developed backend systems and application features for enterprise web platforms using **Java**, improving application performance and response times.
- Collaborated closely with product managers and frontend teams to deliver production-ready features in **agile** environments.

NEWSIO | CO-FOUNDER

Remote | Jul 2020 – Jan 2021

- Co-founded and launched an **AI-powered** short news platform during the COVID-19 pandemic, leading a team of **7 engineers**.
- Built and shipped a cross-platform mobile app within **3 months**, achieving **750+ downloads** and a **4.8-star rating** in its first week; led rapid iterations focused on retention and engagement.

EDUCATION

Visvesvaraya Technological University

B.E IN COMPUTER SCIENCE AND ENGINEERING

Bangalore, India | 2021 Graduate

SKILLS

- **Languages** - Golang, Java, Python, C++
- **AI & Backend** - LLM Integration, Prompt Engineering, Agentic Workflows, Microservices, REST/gRPC, Kafka, SQL, ElasticSearch, System Design
- **Cloud & DevOps** - Kubernetes, Docker, GCP, CI/CD, Observability (Prometheus, OpenTelemetry)
- **Other** - Git, Jira, Agile, Incident Management