Monal Jain

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Accomplished Software Engineer with 9 years of experience architecting and developing scalable, high-performance backend systems and microservices. Proven track record of leading technical initiatives, mentoring engineering teams and delivering impactful solutions at scale. Seeking a Senior or Staff Software Engineer role to solve challenging engineering problems and drive organizational impact.

EXPERIENCE

- **Meta** — London, UK
  Senior Software Engineer — *Nov 2021 - Present*
  - Led architecture discussions and influenced technical decisions impacting multiple teams, improving system scalability and maintainability.
  - Developed solutions for enhancing transparency and resolution experience for compromised Meta businesses, improving customer satisfaction and generating **$20M annual revenue**.
  - Designed and implemented privacy-compliant data ingestion pipelines from WhatsApp Business to Meta servers, significantly improving ad ranking accuracy and **handling millions of daily requests**.
  - Led critical compliance project implementing geo-blocking mechanisms in WhatsApp commerce APIs, ensuring regulatory compliance with minimal latency impact.

- **Zilingo** — Bengaluru, India
  Senior Software Engineer — *Jan 2019 - Oct 2021*
  - Mentored and coached a team of 3 developers, significantly improving code quality, productivity, and team collaboration.
  - Owned and architected payment systems integrating 12 payment gateways across 8 geographies, processing **$10MM/month GMV** with **99.99% uptime**.
  - Built fintech repayment module(PG agnostic) to assign a permanent bank account to user and settle pending orders enabling easy collection and settlement of loans.
  - Built features for onboarding and login modules (deferred verification, pre-onboarded used for telesales, security token for user authentication) enabling sales team to place order on behalf of users (**$1MM/month**).
  - Key contributor to architecture discussions, code reviews, core library development, onboarding new recruits, mentorship and creating a knowledge sharing culture within the org.

- **Amazon** — Bengaluru, India
  Software Engineer — *Sep 2017 - Jan 2019*
  - Integrated payments solution aggregator **enabling 25+ non-marketplaces** to pay via local payment methods (net banking, wallets, local credit & debit cards) on Amazon.com significantly increasing international orders and revenue.
  - Led migration of legacy Amazon Business payments to new centralised robust payments system **reducing latency by 30%**, increasing availability of new payment methods and improving payment communications.

- **Times Internet** — Gurugram, India
  Software Engineer — *Jul 2016 - Sep 2017*
  - Implemented TIL Client SDK for Android with reusable modules (Ads, Prime, Payment) instead of creating a separate implementation for each app. Launched on TIL apps (Gaana, ET, TOI) reducing development and maintenance time with improved performance (CPU, memory and network utilisation)

EDUCATION

- **Netaji Subhas Institute of Technology** — Delhi, India
  Bachelor of Engineering in Computer Engineering — *2016*

PUBLICATIONS

- Performance Analysis of Uncertain K-means Clustering Algorithm Using Different Distance Metrics in Computational Intelligence: Theories, Applications and Future Directions (2019)
- Uncertain data mining: A review of optimization methods for UK-means in INDIACom (2016)
- Fuzzy Based Support System for Melanoma Diagnosis in Mining Intelligence and Knowledge Exploration (2015)

SKILLS

- **Languages**: Java, Scala, Python, Hack / PHP, Javascript, SQL, C++
- **Technologies**: PostgreSQL, Kafka, React, Akka, Play, AWS (EC2, S3, RDS, DynamoDB, Lambda)
- **Methodologies & Practices**: Distributed Systems, Microservices Architecture, System Design, Scalability, Agile, CI/CD, High Availability, Performance Optimization, API Design, Monitoring/Observability