Bhaskar Ghosh Dastidar

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Summary

Experienced software engineer with 8 years of expertise in developing high-quality software solutions across diverse industries. Proficient in programming languages such as Java and good at problem-solving, with a strong track record of delivering scalable and robust applications.

Skills

Data Structures, Java, Ruby, SQL, Programming, AWS, Kafka, Spring, REST

Experience

Lead Software Engineer

Freshworks India • Bangalore
09/2021 - Present
As a Lead Software Engineer, I have

- Led the design, development and delivery of important and complex features
- Planned release and rollout of features to customers globally
- Mentored Engineers in the team

Some of the accomplishments as a Lead Engineer include:
- Successfully revamped the **entire Phone call Allocation algorithm** for freshcaller which enhanced the allocation and **call answer rate by 50%**
- **Worked on maintaining product uptime and reduced API latencies by more than 65% for some APIs**
- Worked on **a novel way of measuring system latencies of some specific user interactions** such as "time taken to answer a phone call" etc.
- Introduced a **new calling capability called Parallel Calling** which allowed agents to call multiple participants parallel and concurrently. **This was one of the most adopted features of freshcaller.**
- Integrated **AI capabilities into the product.**

Senior Software Engineer

Freshworks India • Hyderabad
12/2019 - 09/2021
I worked as a Senior Software Engineer in the Freshcaller and Freshdesk products of Freshworks.

My roles included the following responsibilities:

- Worked as a **Java and Ruby on Rails** Backend developer
- Involved in continuous shipping of new features following a fast and rapid development cycle
- Designed (low level, high level) and **scaled new features, designed APIs, integration with third-party software/APIs**
- Owned the complete lifecycle from design – to development – to deployment using AWS stack

In this role, I have accomplished the following:

- Successfully developed and delivered **the Call Transcriptions feature for freshcaller.**
- Worked on a feature that enables **collecting payments over a phone call.**
- Participated in designing and developing **core features such as Auto Answer,** and managed **inter-product integrations**.

- Worked on account billing and autorecharge features of the product.
- Ensured **high uptime of the product**, and handled on-calls and customer escalations.
- Wrote **scalable Kafka consumers in Java** for event driven functionalities.

Applications Engineer

Oracle India Pvt. Limited • Hyderabad

11/2018 - 12/2019

I worked in the Central Components team, which is in charge of developing core cross-cutting features, which can be used across the entire product by different teams

In this role, **I**
- Owned the **design and development of Search and Scoreboard features** in Central Components, which were widely adopted by other products.
- Was involved in **debugging critical bugs and issues for the released versions** of the product in stringent timelines.
- Worked on **instrumentation and observability** of the central components.
- Documented tech designs of components for easy and quick adoption.
- Was involved in interacting with support, for customer critical issues and bugs.

Systems Engineer

Tata Consultancy Services • Hyderabad

07/2016 - 11/2018

- Worked as a Core Java and BPM Developer using OpenText BPM (Cordys)
- Was engaged in a client-facing role in the Netherlands, where I worked closely with architects to design and develop workflows.
- Developed process models, workflows, master data solutions for parts of the organisation in an Agile Scrum Team.
- Wrote complex business logic, common utility services in Java

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Education

Computer Science and Engineering

Institute of Engineering and Management • India

07/2016

- Graduated with an 8.6 GPA

Awards

Hackathons – 2020(3rd), 2021(2nd), 2022(1st), 2023(2nd)

Publications

Authored and published a tech article from the company engineering outlet.