

Milind Wadhwa

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Senior Software Engineer (7 years of experience) specializing in highly scalable backend architecture, microservices, and Agentic AI development. Expertise include model fine-tuning, building Agentic platforms achieving 85% resolution accuracy and boosting overall service efficiency by approximately 70%. Expert in Python (FastAPI/Flask), Golang, AWS cloud-native deployments, Apache Kafka streaming, and mentoring development teams.

WORK EXPERIENCE

Plivo Communications, Bangalore
Software Development Engineer - 2

01/2024 - Present

- Engineered low-latency Voice AI Agents utilizing specialized tools like Pipecat, SileroVAD, Deepgram, and ElevenLabs for advanced conversational voice interactions.
- Spearheaded model optimization initiatives, utilizing LoRA fine-tuning techniques for STT (Speech-to-Text) models to significantly reduce transcription latency and improve accuracy for the Voice AI platform.
- Led the technical integration of multi-modal LLMs and Vector Databases, optimizing RAG (Retrieval-Augmented Generation) pipelines for superior knowledge retrieval across WhatsApp, Webchat, and SMS channels.
- Architected and deployed a production-ready Agentic AI ecosystem, leveraging LangChain and Agno to automate end-to-end customer support workflows with a 75% resolution accuracy.
- Actively mentored junior developers and conducted thorough PR reviews, ensuring adherence to high code quality and boosting overall team productivity.

Plivo Communications, Bangalore
Software Development Engineer - 1

12/2021 - 12/2023

- Revitalized SaaS platform performance by migrating synchronous services to asynchronous FastAPI and implementing task parallelism via Amazon SQS, increasing efficiency by ~70%.
- Developed core SaaS platform APIs utilizing both Flask & Golang for sales engagement applications.
- Managed cloud infrastructure by automating ECS deployments and configuring EC2 auto-scaling via CloudWatch to ensure 99.9% system availability.

Optum (UnitedHealth Group), Hyderabad
Associate Software Engineer 2

07/2019-12/2021

- Built RESTful microservices using Spring Boot and Apache Kafka for real-time, event-driven data streaming.
- Streamlined DevOps by automating CI/CD pipelines & containerized deployments on OpenShift using Docker & Jenkins.
- Reduced test execution time by 40% through multi-threaded integration testing using Rest-Assured and Cucumber.
- Implemented full-stack monitoring using Splunk, Elastic APM, and Dynatrace to improve system observability.

Optum (UnitedHealth Group), Gurgaon
Software Engineering Intern

05/2018-07/2018

- Deployed an ELK Stack solution for real-time anomaly detection, successfully monitoring over 100K email transactions for irregularities.

SKILLS

Programming/Frameworks	Python (Django, Flask, FastAPI), Java (Spring Boot), Golang
Databases/Caching	PostgreSQL, MySQL, Clickhouse, Redis, Elasticsearch
Cloud/DevOps/Infra	AWS, Kubernetes, Docker, Jenkins, OpenShift, ECS, EC2, CloudWatch
AI & ML Tools	LangChain, Agno, Pipecat, Silero-VAD, Deepgram, ElevenLabs, Sloth, Huggingface
Messaging/Streaming	Apache Kafka, Amazon SQS, Pubnub
Testing/Monitoring	Rest-Assured, TestNG, Cucumber BDD, Splunk, Elastic APM, Dynatrace, ELK Stack

EDUCATION

Bachelors of Technology - Computer Science & Engineering, 2015-2019
The Northcap University, Gurgaon
CGPA - 8.3