

Amit Singh

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Education

Indian Institute of Information Technology, Allahabad,	2021 – 2023
M.Tech in Information Technology	
Rajkiya Engineering College, Azamgarh,	2016 – 2020
B.Tech in Mechanical Engineering	

Experience

Software Developer, KreditBee	Sep 2023 – Present
• AI Credit Score Chatbot (CSR Chatbot) [AWS Lambda, Vertex AI / Gemini, MySQL, S3] Architected an in-app AI chatbot serving 10K+ daily active users as a serverless Lambda enabling users to query their credit bureau reports (Equifax, CRIF) in natural language. Built a bureau-agnostic extraction engine, Gemini context caching (reducing token cost by ~70%), MySQL-backed session persistence, config-driven guardrails, and S3-hosted prompt management across 12 DB tables and 5 API endpoints • Serverless Email Noise Filtering Pipeline [Gmail Pub/Sub, AWS SES, AWS S3, MySQL] Engineered a serverless email processing pipeline handling 8K+ emails/day via Gmail Pub/Sub push notifications and AWS Lambda to pre-filter emails prior to Freshdesk ingestion; reduced manual email reviews by 90%. Introduced a MIME-aware classifier to exclude newsletters and spam, reducing non-actionable tickets by 40% and streamlining support triage • LLM-Powered Ticket Disposition System [AWS S3, Bedrock, Claude 3.7, Gemini 2.5] Engineered an LLM-driven classifier pipeline for ticket categorization, replacing regex logic with agentic AI reasoning. Improved classification accuracy to 85% and enabled secure attachment parsing • Premium Personal Salaried Loan [Go, MySQL] Spearheaded the development of a new loan intake flow to handle applications between INR 3L–10L, with strong data validation and secure persistence • Automated ticket disposition tagging in Freshdesk [EventBridge, Regex] Built a modular regex-based classification Lambda to auto-tag Freshdesk tickets and dispatch NOC PDFs. Decreased manual handling by 50% • Markdown-to-PDF Templating Service [AWS S3, Goldmark] Implemented Markdown-based templating using Goldmark with S3-backed version control. Moved PDF templates out of Lambda code to S3, reducing deployment frequency by 15% • Gold Invoice Generation System [AWS S3, Unicode] Developed a Unicode-compliant invoice generator to handle purchase, sale, and delivery events across vendors	
Software Developer Intern, KreditBee	Jan 2023 – Aug 2023
• Gold Transaction Admin Dashboard [Go, MySQL] Delivered a real-time admin dashboard for gold buy/sell/delivery visibility, enhancing ops efficiency by 60% and minimizing turnaround delays	

Projects

🔗 AWS S3 File Downloader – Go CLI Tool	[Go, AWS S3, Bubble Tea]
• Developed a concurrent S3 file downloader CLI in Go using goroutines, channels, and Bubble Tea for TUI	

Technical Skills

Languages: Go, SQL, C++
Cloud Platforms: AWS (Lambda, S3, SES, SNS, SQS, EventBridge, EC2, Bedrock), Google Vertex AI
Databases: MySQL, Redis
Developer Tools: Git, Docker, Postman, CI/CD
Architecture: Serverless, Microservices, Event-Driven (SNS/SQS), LLM Integration (Claude, Gemini)