

Siddhartha Kodeeswaran

Senior Integration Engineer

Technical Support Engineer | | Automation & AI Solution Builder

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PROFESSIONAL SUMMARY

Experience in Senior Integration Engineer, Production Technical Support and Product builder with 9.8 years across fintech and SaaS, shaping end-to-end user flows from concept to launch. At Cashfree Payments, managed 40+ enterprise go-lives including Adani with 100% Banking Alliance success and built automation cutting GST reconciliation 90%. Single handedly resolved 40% of the tickets in single quarter addressing client issues without the help of any team. Launched two consumer web platforms, owning UX and full-stack delivery using AI no code.

TECHNICAL SKILLS

Core Competencies: Production Support, Incident Management, Troubleshooting, Escalation Management, SLA Management, Team leadership, Root Cause Analysis (RCA), Client onboarding and Go-live management, Payment Gateway Integration, Stakeholder Management, Kibana, Datadog, Aws log analysis, Business requirement Analysis, UAT & QA, Cross Functional collaboration

Current: Chatgpt, Claude, Flash, Gemini, Next.js, Express.js, MySQL, REST API, Postman, Jira, Freshdesk, Kibana, AWS CloudWatch, DataDog, Retool, Intercom, Jenkins

Past: Core Java, PostgreSQL, Ruby on Rails, HTML/CSS, RPA (UIPath), Macros, Batch Scripting, IBM WebSphere, Redmine, Zendesk, SVN, Informix, Unidata

Domain: Fintech (Payment Gateway), SaaS, General Motor & Non-Motor Insurance, TAAS

PROFESSIONAL EXPERIENCE

Independent Product & AI Solutions Builder

Mar 2025 - Present

Self-Initiated Ventures

- Wandergoo ([wandergoo.com](#)) — Designed, developed, and deployed a full-stack travel community platform for group trip discovery; owned product strategy, UX, technical architecture, backend, frontend, and iterative growth loops, driving 5+ community sign-ups.
- LinkToLost ([linktolost.com](#)) — Conceptualised and built a community-driven lost-and-found platform end-to-end; led product from idea to live launch including database design, API architecture, user flows, deployment, and production maintenance in 2 weeks
- Deepened expertise in REST API design, Next.js, Express.js, MySQL, client onboarding flows, and go-live management across both products; managed 95% onboarding sessions.
- Designed and built a full-stack travel community platform that helps users discover, organize, and join group trips through a social, community-driven experience.
- Owned the complete product lifecycle from idea validation, feature prioritization, UX/UI design, technical architecture, database design, backend APIs, frontend development, testing, deployment, and ongoing maintenance.
- Developed secure user authentication, trip creation and management, community interactions, responsive user interfaces, and scalable REST APIs for seamless user experience across devices.
- Deployed the application to production, monitored performance, fixed production issues, and continuously iterated based on user feedback to improve usability and engagement.

Technologies Used: REST API, Next.js, Express.js, MySQL, Chatgpt, Claude, Flash, Gemini

Senior Integration Engineer – II (IC)

May 2021 - Feb 2025

Cashfree Payments

Bangalore

- Collaborated with engineering and product leads on platform enhancements; surfaced Client integration trends and client feedback items directly into roadmap discussions, communicating context and rationale clearly in English
- Delivered tailored REST API and webhook technical walkthroughs to merchant business and technical stakeholders, reducing integration TAT by 40% and accelerating go-live timelines
- Guided end-to-end API, SDK, and plugin integrations for Banking Alliance merchants — maintaining a 100% go-live success rate across 40+ enterprise accounts including government organisations
- Configured and validated newly onboarded merchant accounts — verifying payment gateway routing, OAuth flows, webhook delivery, and JSON/XML payload integrity prior to go-live
- Prioritised and assigned merchant issues via Freshdesk and Jira; executed root cause analysis (RCA) and documented resolution workflows to reduce recurring incidents
- Triaged and addressed high-priority production incidents using Kibana, AWS CloudWatch, DataDog, and Postman — enforcing SLA adherence and preventing revenue-impacting downtime
- Generated weekly and monthly team performance dashboards on Intercom — tracking SLA metrics, resolution rates, and team output for leadership visibility

Technologies Used: [API](#), [SDK](#), [plugin](#), [REST API](#), [webhook](#), [Kibana](#), [AWS CloudWatch](#), [DataDog](#), [Postman](#), [Freshdesk](#), [Jira](#), [OAuth](#), [JSON](#), [XML](#), [Intercom](#)

Technical Support Engineer (IC)

Feb 2019 - May 2021

Synup

Bangalore

- Settled complex technical issues for customers, stakeholders, and sales teams using Zendesk, AWS, and Jira — consistently meeting SLA targets in a fast-paced SaaS environment with 40% percentage of closure single handedly.
- Systematized custom client reports on Retool — reducing manual reporting effort by ~60% and enabling account teams to deliver data-driven insights without engineering dependency
- Designed and implemented a Jira ticket workflow for the entire organisation in collaboration with DevOps, improving issue routing accuracy and engineering sprint prioritisation
- Partnered with the SVP of Engineering, Product, and Support to identify recurring pain points and drive production workflow improvements
- Conducted structured defect review meetings with engineering and partnership leads — establishing root cause elimination protocols that reduced recurring customer-reported issues

Technologies Used: [Zendesk](#), [AWS](#), [Jira](#), [Retool](#)

Technical Coordinator

Oct 2016 - Aug 2018

KCISL

Kuala Lumpur, Malaysia

- Conducted business analysis and requirements-gathering sessions with business users; authored Functional Specification Documents (FSDs) and presented to key stakeholders.
- Computerized monthly GST reconciliation reports between KEC and the Tax engine using RPA (UIPath), macros, and batch scripting — eliminating manual processing errors
- Led defect lifecycle using Redmine; coordinated with architecture, infrastructure, development, and testing teams to deliver projects within scope and timeline
- Supported UAT and production deployments; executed system migration between environments and solved production issues within SLA

Technologies Used: [RPA \(UIPath\)](#), [macros](#), [batch scripting](#), [Redmine](#)

Junior Software Developer

Dec 2015 - Oct 2016

KCISL

Coimbatore

- Developed backend data transfer processes using Core Java and MySQL between MFT (Managed File Transfer), Unidata, and Informix systems
- Directed software deployments on IBM WebSphere Application Server (WAS) and mechanized deployment pipelines using Jenkins
- Executed manual testing across all data transfer phases and solved issues reported by the testing team prior to production release

Technologies Used: [Core Java](#), [MySQL](#), [MFT \(Managed File Transfer\)](#), [Unidata](#), [Informix](#), [IBM WebSphere Application Server \(WAS\)](#), [Jenkins](#)

EDUCATION

B.Tech in Information Technology

2014

Bannari Amman Institute of Technology, Anna University | Erode

AWARDS AWARDS & RECOGNITION

- [Gem Award — Cashfree Payments \(2021 & 2024\)](#)
- [Quantic Award — Best Technical Support, Cashfree Payments \(2022\)](#)
- [Tech Star Award — Synup \(2020\)](#)

LANGUAGES

- English (Fluent)
- Tamil (Native)

KEY HIGHLIGHTS

- 100% success rate delivering Banking Alliance merchant integrations at Cashfree Payments across API, SDK, and plugin channels
- Integrated 40+ Tier-1 enterprise merchants — Adani, Meesho, Muthoot Finance, Acko, RBL Bank, Games24x7, Rummy Circle, Infoedge, Tendercuts, GTPL, Max Life Insurance, and government organisations
- Reduced GST reconciliation processing time by 90% through strategic RPA automation using macros and batch scripting — eliminating monthly errors
- Built Retool dashboards that cut issue resolution from days to minutes, improving workflow productivity by 90%
- Managed international integration assignments in Malaysia — recognised for outstanding cross-cultural collaboration and delivery
- Designed and implemented a Jira workflow adopted organisation-wide at Synup, improving issue tracking and sprint agility
- Founded and launched two full-stack SaaS products independently — Wandergoo (travel community platform) and LinkToLost (lost-and-found platform) — owning product strategy, architecture, development, deployment, and go-to-market