

Dipankar Banik

Senior Software Engineer II, Returns Platform

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PROFESSIONAL SUMMARY

Senior Software Engineer with over 20 years architecting enterprise-grade Java platforms, distributed services, and resilient web systems. Currently leading Narvar's Returns Platform backend (a white-label SaaS for hundreds of major retail brands) on Java 21, Spring Boot, Apache Pulsar, GCP, and AWS. Proven owner of high-blast-radius systems including FDA-validated platforms, multi-tenant SaaS, PII encryption, OAuth2 / Okta and mTLS service security, infrastructure-as-code at scale, and Agentic AI integration.

PROFESSIONAL EXPERIENCE

Senior Software Engineer II, Returns Platform

March 2016 to Present

Narvar Inc.

San Francisco, CA

- Lead backend engineer on the Narvar Returns SaaS platform (return-services, return-service-apis, NarvarApps, atlas-api), powering branded returns and reverse-logistics for hundreds of retail brands with carrier integrations, configurable rules, PII-safe payments, and analytics dashboards. Spring Boot 2.7 and Java 21 multi-module services on Apache Pulsar, Postgres (HikariCP), AlloyDB, Redis, Drools 7.74, and Quartz, with elastic horizontal autoscaling on GCP behind Linkerd. Shipped Returns V2, Sales-Assist, Boxless and Simple Returns, and the full GCP cutover from AWS.
- Designed a multi-consumer Pulsar architecture with shared subscriptions and regex topic matching across UPS, FedEx, USPS, and Newgistics carriers. Reconciliation layer synchronizes per-shipment event timeline under late, out-of-order, and duplicate webhook conditions. Shipped shipment compliance features end-to-end across API, ArgoCD Helm, and the React frontend; end-to-end test automation with Playwright.
- Built Narvar's Go 1.22 webhook return-tracking pipeline with DLQ policies, Cloud Tasks scheduling, and a 50-thread async-notification consumer. Contributor to piishield-client-api, a Tink-based PII encryption client with Resilience4j retries used to remediate the log4j2 RCE. Owner of the returns rule engine (Drools with a custom DSL parsed via ANTLR) running as 38 Serverless Java Lambdas, so the business team can author complex eligibility logic without touching Java. Delivered the Stripe integration in the central payments service.
- Drove infrastructure-as-code: 300+ commits across 79 Helm charts, 83 Ansible roles, 37 Packer images, and 7 ArgoCD scopes (3 AWS VPCs and 4 GCP clusters). Hardened security with OAuth2 / Okta service authentication, mTLS via Linkerd, HashiCorp Vault for secrets, and ModSecurity at the ingress. Authored 84 Avro and 23 Protobuf schemas, plus the 494-table BigQuery analytics surface. Increasingly leveraging Agentic AI and LLMs (MCP) for intelligent tracking, conversational support, and predictive delivery.

Applications Engineer

September 2014 to March 2016

Gilead Sciences

Foster City, CA

- Architected migration of the Product Quality System (PQS) from .NET to J2EE: a globally-deployed, FDA-validated platform managing quality records across the drug lifecycle (Foster City, San Dimas, Oceanside, Edmonton).
- Built JSR-286 portlets, Spring MVC and Hibernate ORM service framework, AngularJS theme, custom Liferay 6.2 LDAP authentication hooks, and a Data Layer Interface for cross-database compatibility.

Portal Lead, Lead Portal Analyst

August 2010 to August 2014

Cisco

San Jose, CA

- GTMS uCRM (Cisco.com): WebSphere Portal 6.1 with Salesforce.com case management. Designed SFDC integration, WSRP catalog mapping, and JSR-286 portlets with Spring MVC.
- CVCM Portlets (QUAD): Liferay 5.2.4 platform serving 200+ tools to Cisco's collaboration users with custom categorization, role-based search, and real-time event subscriptions.

Lead WebSphere Portal Analyst, UBT Tracker

October 2009 to August 2010

Kaiser Permanente

Pleasanton, CA

- Built Kaiser's HR workflow platform on WebSphere 6.0, Spring 2.5, Hibernate-JPA, JSR-168/286 portlets, SSO via Oracle Access Manager, and Spring Batch ETL from DB2 mainframe.

Lead Portal Architect and Developer (multiple engagements)

October 2005 to October 2009

Major League Baseball, Cravath Swaine and Moore, CWICO, Marsh USA, Guy Carpenter

New York, NY and Hoboken, NJ

- MLB Financial Desktop on Struts 2.0 and WebSphere 6.1 with a 6-engineer team and TDD. Cravath portal 5.1 to 6.1 migration with WCM and WSRP. CWICO Broker Portal aggregating AS400 and DB2 data with custom JSF and Hibernate. MarshConnect global client portal (WebSphere 6.0, JSR-168, Hibernate 3, SOAP/SOA) with a 10-person team. GCX real-time STP reporting on WebSphere 5.0; extended Apache POI for JasperReports Excel image-insert.

Senior Programmer Analyst, J2EE Programmer Analyst, Programmer

2001 to 2005

Marsh Inc., John Deere, Syncolot, Geologistics, Vigilos

Multiple, US

- Marsh FAR Reporting (Struts and Actuate). John Deere Asset Information System and Customer Knowledge Center on the IAF framework (Java 2/J2EE, EJB 2.0, WebLogic 6.1, Oracle 9i). J2ME and Java Conduit for Pocket PC sync. Logistics CMS. Remote security-monitoring platform.

TECHNICAL SKILLS

Languages: Java 21, Go 1.22, Python 3.12, TypeScript 5, JavaScript, SQL, Kotlin 2

Backend: Spring Boot 3.2, Hibernate 6, Spring Batch, Drools 7.74, ANTLR (custom DSL parsing), Quartz, Resilience4j, Google Tink, JUnit 5, EJB, Struts, JSF, JSR-168/286

Frontend: React 18, Next.js 14, Tailwind 3, Vite 5, GraphQL 16, Jest, Playwright

Data: Postgres 16 (HikariCP), AlloyDB, Yugabyte, Oracle, DB2, MSSQL, Redis 7, BigQuery, Avro, Protobuf, Liquibase, JOLT

Messaging: Apache Pulsar 3, Kafka 3, Cloud Tasks, REST, gRPC, Webhooks, WebSockets, JMS, SOAP, WSDL, WSRP

Cloud and Infrastructure: GCP, AWS (Lambda, VPC), Kubernetes 1.30, Helm 3, ArgoCD 2, Terraform 1, Docker 24, Linkerd 2, Vault, Ansible, Packer, CircleCI

Servers: WebSphere Portal and Application Server, Liferay, Tomcat, WebLogic, Undertow, Apache HTTP, IBM HTTP

Security: OAuth2, Okta, JWT, mTLS via Linkerd, HashiCorp Vault, Google Tink (PII encryption), SSO, OAM, Keycloak, ModSecurity (WAF), Resilience4j, Micrometer, Sleuth

AI and ML: LLMs, GPT-4, GPT-4o, Claude 4, MCP (Model Context Protocol), RAG, Vector Databases, Embeddings, Agentic Workflows, MLOps

Practice: Distributed systems, architecture and tier design, agile, scrum, RUP, UML, JUnit, TDD, mentorship, AI integration