

SUMMARY

- Working on transforming customer service and marketing solutions by leveraging LLMs and Generative AI based solution.
- Experienced full stack software engineer with 7+ years of experience in C#, .Net Core, MVC, Python, Typescript, React, Terraform, Identity Management, MySQL, Microsoft SQL Server and MongoDB.
- Demonstrates strong communication, problem-solving and analytical skills, enabling effective collaboration with cross-functional teams.
- Experienced in building real-time applications using pub-sub architecture.

EXPERIENCE

- **Capital One** Toronto, Canada
Senior Software Engineer Oct 2024 - Present
 - Building a credit as a service platform that allows consumers to integrate their financial products into different credit bureaus.
 - Developed a customer assistance platform that summarizes the call center transcript to generate the sequence of questions to ask to the customer.
 - Working on the Marketing Assists platform that sends personalized emails for promotional offers resulted in an increase in the email acceptance rate by 8%.
 - Implemented an ETL pipeline to consume customer's credit data to provide better and secure financial products.
 - Developed an ETL pipeline to identify money laundering activity and provide daily report to the fraud management team.
 - Working on multiple projects focusing on backend development, frontend development, mobile development (Android/iOS), infrastructure, tooling, platform engineering, and data engineering.

Technology Used: Java, Python, Langchain, LangGraph, AWS ESC, AWS Lambda, AWS Route53, Jenkins, New Relic, Databricks, REST API, Spring Boot, PostgreSQL, Python, React, Playwright

- **Microsoft** Toronto ON, Canada
Software Engineer 2 July 2022 - Sep 2024
 - Spearheaded the design of an intuitive user experience for the core Microsoft Copilot UX, leveraging custom web components. This innovative interface is utilized across Microsoft product chain deliver a chat-based AI solution powered by Large Language Models (LLMs) and Generative Models.
 - Enhanced Copilot's performance by optimizing per user error rate by 50% which reduced user facing errors on chat from 6% to 3%.
 - Led the launch of new core component package for a global launch of Copilot and Copilot Pro, contributing to daily user productivity and efficiency.
 - Executed all oncall processes to resolve live-site issue within required SLA and helped other team members by providing support for their products.
 - Collaborated with cross-functional teams and stakeholders in the development of Sidebar Search and Discover features for the Microsoft Edge browser.
 - Actively participated in code reviews to enhance the quality and maintainability of the codebase.

Technology Used: C#, .Net Core, TypeScript, Python, REST API, Grafana Analytics, Azure DevOps, Playwright, A/B Testing

• NielsenIQ

Toronto ON, Canada

Software Developer

Aug 2021 - Jun 2022

- Developing web apis to provide fully automated solutions to retail customers using .Net core, Microsoft SQL Server.
- Worked on implementing a pub-sub architecture to process data asynchronously across systems in a real time.
- Developed a omni-channel portal in Angular for the retails which enables launch of a product across different e-commerce platform.
- Working in a scrum framework of Agile methodology and participating in a scrum related activities to achieve the timeline and goal of a sprint.
- Assisting and training junior developers with the products and business processes.

Technology Used: C# .Net, .Net Core, Angular, Node, Microsoft SQL Server, Java, TypeScript, REST API, Terraform, Azure (CosmosDB, App Service, App Logic, Azure Functions, Event Service Bus, API Gateway)

• Iristel Inc.

Toronto ON, Canada

Software Developer

Oct 2019 - Aug 2021

- Designed and implemented Microservice architecture using technology stack of Docker, Kong API Gateway, Kafka, Kafka Streams and Connect, Rabbit MQ. Developed user and API client authentication and authorization using .Net Core IdentityServer4.
- Successfully implemented centralize logging system using Kafka.
- Designed, planned and developed a fully automated solution that will allow a customer to port a number between carriers in a time duration of 2 hours. Solution follows micro service architecture and all the services are exposed as REST API. Wrote efficient unit test cases and executed using NUnit framework.
- The Wireless Number Portability Solution has been developed in C#, Microsoft SQL Server, Angular 7 using agile methodology and deployed on Azure Cloud
- Designed and developed an application to manage data of more than 40 million toll-free numbers and their routing information using Python. Used tree structure to store routing details. Developed a solution to route a toll-free number to its destination in real-time.
- Migrated legacy systems to microservice architecture which improved the performance and reduced maintenance time.

Technology Used: C#, .Net Core, Angular, Typescript, MySQL, REST API, Terraform, Kafka, AWS (Lambda, DynamoDB, RDS Mysql, Route 53, Elastic Beanstalk, Application Load Balancer, SQS, SNS)

EDUCATION

• Cégep de la Gaspésie et des Îles

Montreal, QC Canada

Mobile Application Development; GPA: 3.8

Jan. 2019 – July. 2020

• School of Engineering and Applied Science, Ahmedabad University

Ahmedabad, GJ India

Bachelor of Technology in Information and Communication Technology; GPA: 3.3

Aug. 2014 – May. 2018