Akshay Pandita
Software Engineer II

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EXPERIENCE

Software Engineer 2 at Microsoft (E+D) — June 2022 - Present

- Act as SME for the Baselines feature in M365 Lighthouse within the Customer Success Engineering team, enhancing security and management for SMB clients which comprise of **75%+** of Microsoft seats.
- Implemented a Cosmos DB stored procedure to optimize baseline deletion, reducing P95 latency by **99%** and boosting system reliability.
- Shipped the A365 Diagnostics app in Assist365, adopted by 50K+ global agents, leading to a **40%** reduction in average issue resolution time.
- Added targeted monitoring and alerts via Geneva, improving incident detection accuracy by **35%** and minimizing manual triage.
- Led the GA launch of Orland (React-based application), adopted by 100K+ Microsoft partners, improving partner onboarding efficiency by **25%**.

Software Developer at Microsoft (C+AI) — July 2020 - May 2022

- Enhanced Time2.0, a core system supporting Staffing, Billing, and Project Management for Microsoft Consulting Services (MCS), supporting **$20B+** in annual revenue and serving **40K+** daily active users (DAU).
- Engineered bulk submit and adjust APIs to streamline workflows across Microsoft organizations, boosting operational efficiency and reducing average processing time by **90%**.
- Designed and delivered a customizable settings feature (Storage, Entity Design, Generic APIs, Telemetry, UI & UX), enabling personalized layouts, favorites, and preferences—leading to a **5%** increase in user satisfaction (CSAT).

Product Engineering Intern at Sprinklr — May 2019 - July 2019

- Developed two NLP models to detect brand names in tweets and text - one trained from scratch on a blank SpaCy model, and another via transfer learning on a pre-trained SpaCy NER model.
- Achieved over **90% precision** and **85% recall** on internal test data for identifying brand mentions.
- Fine-tuned entity recognition for social media text, reducing false positives by **30%** compared to baseline.

EDUCATION

National Institute of Technology Karnataka, Surathkal — India
Bachelor of Technology | Information Technology | CGPA: 8.1/10 — *July 2016 – June 2020*

PROGRAMMING SKILLS

Languages: Java, JavaScript, C#, Python, C++, C

Frameworks: React.js, .NET, Jest, PyTest, Angular.js, Git

Technologies: Azure (Kusto, CosmosDB, Event Hubs, Storage)

PROJECTS

Plagiarism Detector

- Built a plagiarism detection tool achieving **99%** accuracy on distinct files, using Rabin-Karp, Bloom Filter, and Aho-Corasick algorithms with near O(n) complexity.

Smart Speech Helper

- Created a VR-based public speaking trainer using Unity and Blender, featuring real-time scoring (0–5) on engagement, eye contact, and pacing