KABIR GHAI
Software Engineer

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SUMMARY

Computer Science undergraduate specialising in AI and backend systems, with a strong foundation in Cloud Computing (**AWS and Azure**) via internships and hackathons, as well as enterprise-level infrastructure and security through an MSP internship. I focus on building scalable cloud systems and shipping real-world products, ensuring robust architectures, and having clean, maintainable code.

EXPERIENCE

Twin Technology (Watford, England)

📅 07/2025 - 10/2025

- Delivered frontline support at a Managed Service Provider, logging and **resolving 80+ client issues** across Outlook, Teams, licensing, and on-prem infrastructure
- Designed a PowerShell automation script and later a GUI, integrated with Microsoft Graph and Bitwarden for secure onboarding. **Reduced account onboarding time by 70%** and **approved for adoption by C-level management**
- Monitored and **verified daily backups across 100+ systems** using Datto, Veeam, and ScreenConnect to ensure client data integrity
- Provided IAM services: reset passwords via Domain Controller, set up MFA for over 30 people and configured Conditional Access Policies to allow remote access, keeping Zero Trust and security compliance across tenants

Flagstone (London, England)

📅 08/2024 - 08/2024

- A**nalysed a detailed £200,000 ad-spend strategy** and presented strategic budget allocations to senior stakeholders with other interns, improving data-driven decision making skills
- **Shadowed a Senior Software Engineer**, allowing me to apply new workflow insights gained from meetings and solidify Azure project efficiency
- Attended and **spoke at five team discussions** and meetings regarding enterprise-level backend systems and deployment strategies

PROJECTS

InboxPilot

📅 06/2025 - 07/2025

🔗 https://www.inboxpilot.xyz | https://devpost.com/software/inboxpilot-t4um1w

Built a serverless email triage platform powered by AWS and natural language filtering.

- Designed a serverless backend using AWS SES, Lambda, S3, and DynamoDB, enabling automated processing and storage of incoming emails
- Integrated an AI-powered natural language filter using AWS Bedrock, allowing flexible queries like 'Follow-ups on sales emails this week', with optional auto-reply
- Built a Next.js frontend with grid/table view, real-time filtering, search, and secure cookie-based sessions
- Implemented LLM-based tagging to streamline high-volume email triage
- Prioritised modularity and deployability, enabling future integrations with custom inbox rules, user profiles, and automated replies

QueryWhisperer

📅 03/2025 - Present

🔗 https://querywhisperer.up.railway.app | github.com/CypherGuy/QueryWhisperer

Developed and deployed an MVP for a web assistant that converts natural language into executable SQL queries using live schema context. The system features secure authentication, database persistence, and a modular interface to integrating Large Language Models.

- Designed and deployed the backend using FastAPI, SQLAlchemy, and PostgreSQL with secure session-based authentication and user management
- Improved SQL query accuracy by over 20% by implementing a schema-aware text-to-SQL pipeline with dynamic metadata injection
- Deployed the service using Railway with environment-specific configurations and persistent cloud-hosted PostgreSQL

ACHIEVEMENTS

- 💎 **Four successful hackathon projects**
- 💎 **A Level Scholarship**
- 💎 **2nd / 1st in my university's Advent of Code 2023 / 2024**
- 💎 **Founded multiple Summer Coding Camps**
- 💎 **Became a Centre Supervisor within a year**

TECHNICAL & SOFT SKILLS

Software Engineering Languages and Tools

Python, Java, SQL, JavaScript, Git, Azure, Docker, PostgreSQL, Railway, NumPy/Pandas, TensorFlow, Keras

Backups & Microsoft 365 services

Azure Active Directory, Microsoft 365 Administration, Conditional Access Policies, Domain Controllers, ScreenConnect, Veeam, Datto, ConnectWise

Hard and Soft Skills

OOP, NLP, Test-driven development, Teamwork, Communication, Leadership, Time Management

AWS skills

AWS Lambda/Step functions, Bedrock, CloudWatch, S3, SES, DynamoDB, IAM, DynamoDB

EDUCATION

Computer Science (Artificial Intelligence)

The University of Kent

📅 09/2023 - Present

- Year 2: First Class
- Year 1: First Class

A Levels

The John Lyon School

📅 09/2021 - 09/2023

- Maths, Computer Science, Economics

GCSE's

The John Lyon School

📅 09/2016 - 09/2021

- 9 GCSEs Including Mathematics and Computer Science at A*