

# 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 actively pursue continuous learning via **building scalable cloud systems and shipping real-world products** whilst ensuring 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 the Microsoft 365 Suite, including Azure, Outlook, Teams, licensing, and **handling migration of data from on-prem infrastructure**
- Reduced account onboarding time by 70%** by automating account provisioning via a PowerShell and Graph API script, later approved 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: handled and reset passwords via Domain Controller, set up MFA for over 40 people and configured Conditional Access Policies to allow remote access, keeping security compliance across tenants

### Flagstone (London, England)

📅 08/2024 - 08/2024

- Shadowed a Senior Software Engineer**, allowing me to apply new workflow insights gained from meetings and solidify Azure project efficiency
- Analysed a detailed £200,000 ad-spend strategy** and presented strategic budget allocations to senior stakeholders with other interns, improving data-driven decision making skills
- 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](https://github.com/CypherGuy/QueryWhisperer)

Developed and deployed an MVP as per user request 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%** after incorporating user feedback 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

## PERSONAL ACHIEVEMENTS



**Founded two Summer Coding Camps with over 30 sessions**



**Four successful hackathon projects**



**A Level Scholarship**



**1st in my university's Advent of Code 2024**

## TECHNICAL & SOFT SKILLS

### Software Engineering Languages & Tools

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

### AI Systems & Frameworks

Model Context Protocol (MCP), Multi-Agent Orchestration, Agent-to-Agent (A2A), Cursor, Windsurf, AWS Bedrock

### AWS skills

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

### Backups & M365 services

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

### Hard and Soft Skills

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

## EDUCATION

### Computer Science (Artificial Intelligence)

#### The University of Kent

📅 09/2023 - Present

- Year 2: First Class

### A Levels

#### The John Lyon School

- Maths, Computer Science, Economics

### GCSE's

#### The John Lyon School

- 9 GCSEs Including Mathematics and Computer Science at A\*