MUSKAAN SINHA

+91 9123220531 | muskaan.sinha2708@gmail.com | LinkedIn

PROFESSIONAL SUMMARY

Innovative Software Engineer with 3+ years of industry experience designing, developing, and leading scalable, mission-critical software solutions across AI, Smart Automation, and Cloud domains. Specialized in building distributed systems, intelligent chatbots, and ambient automation experiences that anticipate user needs and improve operational efficiency. Proven ability to lead cross-functional teams, drive technical roadmaps, and deliver reliable, customer-centric products. Passionate about solving complex technical challenges and creating seamless, connected user experiences in smart home and enterprise environments.

TECHNICAL EXPERTISE

System Architecture & Scalability:
Distributed Systems | Microservices | Cloud-Native Applications | API Design | System Reliability
Programming Languages:
Python | TypeScript | HTML | CSS | SQL
AI & Automation:
Natural Language Processing (NLP) | Generative AI | LangChain | Retrieval Augmented Generation (RAG) | Chatbot Development | Ambient Automation | Automation Anywhere | Outsystems
Cloud & DevOps:
Azure | Google Cloud Platform (GCP) | Docker | Kubernetes | CI/CD Pipelines | Azure DevOps
Full Stack Development:
React.js | Node.js | REST APIs | Web Services
Data & Visualization:
Power BI | Looker Studio | Microsoft Excel | SQL Optimization
Tools & Platforms:
Cognigy AI | Dialogflow CX | Git | JIRA | Agile Methodologies

---

PROFESSIONAL EXPERIENCE

Team Lead – Generative AI & Automation | Bosch | *Oct 2024 – Present*

- Spearheading the development of scalable AI-driven automation solutions for HR systems, enhancing user experience and system reliability.
- Designed and implemented high-utility chatbot services (ROB) with 99% uptime using Azure and DevOps pipelines.
- Improved NLP accuracy by 30% through optimized model integration and proactive system monitoring.
- Led a 5-member cross-functional team, driving technical strategy, code reviews, and best practices for scalable, secure AI deployments.

Full Stack Developer | AB InBev | *Apr 2024 – Sept 2024*

- Designed and implemented a distributed Financial Reconciliation Platform using Python, React.js, and secure RESTful APIs, improving financial data accuracy and consistency by 35%.
- Developed automated data validation pipelines, reducing inconsistencies by 25% and enhancing system resilience.

- Refactored legacy codebase, introducing scalable SQL and API optimizations that reduced data processing time by 20%.
- Collaborated with finance stakeholders to ensure system reliability, security, and performance met enterprise standards.

Software Developer | The Muthoot Group | *Jul 2023 – Apr 2024*

- Engineered predictive analytics models for risk assessment, improving loan approval turnaround time and accuracy.
- Automated large-scale financial data pipelines using cloud and scripting tools, reducing manual intervention by 50% and improving operational efficiency.
- Developed interactive BI dashboards with Power BI and Looker Studio, cutting reporting time by 40% and enabling real-time decision-making.
- Collaborated across data, engineering, and business teams to deliver reliable, scalable analytics solutions in a high-volume financial environment.

Software Developer | Persistent Systems | *Jun 2022 – Mar 2023*

- Contributed to the design and development of enterprise-grade, cloud-native software solutions using Python, SQL, and Azure infrastructure.
- Enhanced application scalability and system availability by 25% through architectural optimizations and distributed system best practices.
- Participated in Agile teams to deliver secure, high-performance software, following industry standards for software quality and reliability.
- Assisted in system troubleshooting and root cause analysis to improve product stability and customer satisfaction.

PROJECT HIGHLIGHTS

ROB – AI-Powered HR Chatbot (Bosch)

- Led the full lifecycle development of ROB, an enterprise-grade conversational assistant integrated with Bosch's HR systems.
- Architected scalable, API-driven backend infrastructure on Azure, ensuring 99% uptime and secure handling of employee data.
- Integrated advanced NLP models and Generative AI for intelligent query resolution, reducing employee support response time by 45%.
- Designed ambient automation triggers, streamlining HR processes and reducing manual intervention by 40%.

FORT – AI-Driven Financial Reconciliation Tool (AB InBev)

- Designed and deployed a distributed reconciliation platform leveraging AI and automated validation pipelines.
- Improved financial data consistency and accuracy by 35% through robust data processing and reconciliation logic.
- Collaborated with security and compliance teams to ensure system adherence to enterprise data standards.

Personalized Loan Chatbot (Offermart)

- Developed a WhatsApp-based, AI-powered loan assistant utilizing Chatlayer and custom NLP models.
- Automated loan eligibility assessment and documentation processes, improving user engagement by 50% and reducing processing delays.
- Designed for high scalability and secure handling of sensitive financial data.

EDUCATION

Bachelor of Technology (B.Tech.) – Computer Science & Engineering
Dayananda Sagar University | 2018 – 2022 | CGPA: 8.0

CERTIFICATIONS

- **AWS Certified Cloud Practitioner** – Amazon Web Services
- **Microsoft AI Fundamentals**
- **Technical Support Fundamentals** – Google
- **Python for Everybody** – Coursera

AWARDS & RECOGNITION

- Problem – Solver Award – Bosch Global Software Technologies (2025)
- Best Employee Award – Muthoot Finance Summit, Colombo (2023-24)
- 1st Place – Interstate Drawing Competition
- Best Event Organizer – Springer 2021
- Best Dancer – St. Michael's High School