

Hetal Patel

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Summary

Software Engineer with 5+ years of experience building backend systems, cloud-native deployments, and developer productivity tooling. Proven track record of designing and implementing internal tools, CI/CD pipelines, and observability frameworks that accelerated engineering velocity by 30–50% and improved code quality across large engineering teams. Experience reducing manual toil through automated workflows and cross-functional collaboration with stakeholders.

Exposure to AI/ML workflows including embeddings, LLM evaluation, and semantic search. AWS-certified; passionate about leveraging AI-driven developer tools to build scalable, reliable infrastructure.

Professional Experience

Sanofi Pasteur – Toronto, Canada

Software Engineer – Data and AI Platform (Jul 2022 – Present)

- Built developer productivity tooling: standardized CI/CD pipelines with GitHub Actions + GitOps, automated Docker builds, and ArgoCD sync across multi-region clusters, reducing deployment lead time by ~50% while collaborating with cross-functional stakeholders to improve code quality and reduce engineering toil.
- Developed internal repo templates (FastAPI, PySpark, Metaflow, EMR) with built-in linting, testing, and security scans, cutting onboarding time by ~40% for global teams.
- Designed containerized backend services (FastAPI, Python) on AWS EKS with Kubernetes, improving system reliability by 30%.
- Enhanced observability via Grafana, Prometheus, and CloudWatch dashboards, reducing production incident MTTR by 25%.
- Partnered with DS/ML teams to evaluate embedding and LLM-based retrieval techniques, documenting requirements for scaling AI into production.

- Authored internal runbooks and documentation, mentoring peers and improving team productivity by 20%.

Synergy IT Solutions Group – Toronto, Canada
Software Developer Intern (Jun 2021 – Oct 2021)

- Automated ERP workflows in Python/Odoo, cutting manual sales/CRM tasks by 30%.

Teksun Microsys Pvt. Ltd – Gujarat, India
Web Developer (Jan 2019 – Dec 2019)

- Built REST APIs for IoT systems using AWS Lambda + DynamoDB, reducing infra overhead by 20% with serverless architectures.

Technical Skills

- Languages: Python, SQL, JavaScript (Go/C++ exposure; open to learning)
- Developer Productivity Tools: GitHub Actions, GitOps, ArgoCD, CI/CD pipelines
- Infrastructure & Cloud: Docker, Kubernetes, AWS (EKS, S3, Lambda, CloudWatch, DynamoDB, SageMaker)
- Observability: Grafana, Prometheus, CloudWatch, Thanos
- AI/ML Exposure: Elasticsearch indexing/search, embeddings/RAG concepts, LLM evaluation, AWS ML services

Certifications

- AWS Certified Machine Learning – Associate (2025)
- AWS Certified Solutions Architect – Associate (2023)
- AWS Certified Developer – Associate (2021)

Education

- Bachelor of Engineering (IT) – Gujarat University, India (2010)
- Diploma in Engineering (IT) – Nirma University, India (2006)