

# HITEN GUPTA

**Portfolio:** <https://hiten1928.github.io/>

**Phone:** +1(585)978-5229 | **Email:** [hitengupta98@gmail.com](mailto:hitengupta98@gmail.com) | **LinkedIn:** [www.linkedin.com/in/Hiten1928/](http://www.linkedin.com/in/Hiten1928/)

A Computer science professional with 3+ industry experience in developing Software products including but not limited to large scale distributed systems, KPIs for efficient streaming/processing of data while engaging with a stack of multiple machine learning models working towards a product goal.

## SKILLS

**Languages:** Python, Java, JavaScript, Shell

**Technologies:** Node.js, jQuery, JSON, RESTful APIs, AWS, Apache Kafka, Docker, gRPC, Lookr, ReactJS, Hazelcast, Vue.js, MongoDB, Cassandra, Clickhouse, Jenkins, Kubernetes, Gradle

## WORK EXPERIENCE

**Staff Software Developer | Instana @ IBM**

**Jan '22 – Present**

- Leading Alert response team which is a critical part of an APM tool. Developing features that enhance the explainability, reliability of the pipeline using optimization at Storage layer and service architecture.
- Work with IBM Research for developing an algorithm for identifying Root Cause of Issues identified by Instana in customer environments.
- Design and Develop an ecosystem for measuring quality of alerts sent by Instana, intelligently using User behavior for ranking the alerts across multiple tenant units.

**Software Engineer | AIOps + MLOps @ IBM**

**July '21 – Dec '21**

- Design and Implement ChatOps component of Watson AIOps, which interacts with SRE and performs the interpretation of customer actions/reactions with the Product.
- Develop a framework to monitor model health using model registries and Particle filter in a continuous learning environment.

**Cyber Security Engineer 2 | American Family Insurance**

**June' 20 – Dec' 20**

- Led the digital transformation for cyber security infrastructure across the organization.
  - Migrating the infrastructure to AWS, GCP and Azure to minimize downtime and enable the Data Engineering teams to enhance the customer experience.
- Enabled the customer login pipeline to check for data breach across the internet.

## EDUCATION

**M.S. (Software Engineering)**

**Aug '17 – May '20**

**Rochester Institute of Technology ( 3.6/4.0)**

## PROJECTS

- **Dividend-Maxer** - A Web application for maximizing dividend for a fixed principal amount out of a sample space of stock ticker, the portfolio evaluation is set to bi-weekly for any amount the investor wants to set. The criteria for selecting Ticker is - history of payout, yield, Cash flow history, etc. **Tools:** *Python, Numpy, Statistics, Node.JS* **Skills:** *Data Processing, Engineering, Visualization*
- **Audible's Eye** - The server based app in python to summarize audio books content. The summary is of different sentiments - key points, positive and negative tone, matters discussed, summary if non-fiction. **Tools:** *Python, ChatGPT, Whisper API, Docker* **Skills:** *Speech-to-text, generative AI, Data processing*