

## INDERJEET YADAV

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### Technical Skills

- **Languages:** Python, Java, Typescript, Kotlin, Hack, HTML, CSS, C
- **Databases:** MySQL, MongoDB, Redshift
- **Frontend:** React, JavaScript
- **Backend:** Tornado (Python), API Design
- **Cloud & DevOps:** AWS, Kubernetes, GitLab CI, Prometheus, Grafana
- **Platforms:** Ubuntu, Windows, Mac OS

### Work Experience & Industrial Projects

**Software Engineer | Google** | Mountain View, CA (*Sept 2022 – Present*)

- Spearheaded a strategic experiment to optimize user support journeys by directing customers to a chat bot before connecting the user to a live agent. The initiative resulted in an annual run rate of 26K regretted case reduction, achieving 25% of my team's RCR goal.
- Architected and delivered the MVP for the 'Known Issues' service, which proactively surfaces existing user issues by aggregating data from multiple sources backend services. Subsequently spearheaded the 'Fast Follow' re-architecture to refactor the system into a scalable, standalone microservice, correcting flawed issue prioritization logic and reducing technical debt.
- Integrated and optimized Genie, a rule-based troubleshooting tool, for Google Ads support, contributing to the successful launch of key features. Led the technical integration of Genie into the Ads Get Help page's recommended resources, reducing case creation and improving task completion. Assumed the role of project manager, driving the development of a proof of concept for leadership approval. Collaborated with the UX team to define and finalize the user interface, and partnered with data analysts to conduct impact analysis, resulting in a 2% increase in user engagement with recommended resources and a 4.5% annual reduction in case creation.
- Migrated Escalation module (module to connect with a live agent in Guided Support Experience, GSE, which is an AI chat bot on Google help center) to follow the proposed Conversational AI Standard and Practices (CSP). The migration allowed migrating the escalation module to streaming RPC and also made the escalation module independent so it can be integrated by GSE, Ads Help Guide (AI chat bot by Google Ads) and other services.
- Designed, ran and analysed an SEO Experiment to update the Google's youtube help center article's metadata description and title and successfully ran the experiment. Used Gemini Pro to generate the article's metadata description and title. The experiment

resulted in +2% increase in page rank, +3% (approx. +510k) google search impression and +4% (approx. +6000) increase in clicks per day. As the next step, wrote a project document elaborating how to automate the process to onboard all Google help centers.

- Lead the project to migrate Escalation module away from hardcoded support of a single Google help center to a configurable design to allow onboarding of multiple Google help centers. Within 5 weeks of launch onboarded 5 new help centers (<10% of the user base currently), allowing for >65k users to be connected with a live agent per month.

#### **Software Development Engineer | Amazon | Seattle, WA (July 2020 – Sept 2022)**

- Building internal API's (kotlin) for AWS Glue Elastic Views, a tool to build materialized views that combine and replicate data across multiple data stores.
- Adding functionalities to existing Prime Video internal tools, to both frontend (react & javascript) and backend (java). Adding metrics to identify performance of the applications and user interaction.

#### **Software Engineer | Wish | San Francisco, CA (June 2018 – June 2020)**

- Wish i18n pipelines, which manages translations of all strings across the Wish platform and marketing campaigns, migrated onto GitLab for continuous integration and deployment.
- Designed a string extraction process which reduced the extraction time by over 80% and allowed the ability to add new features. Built internal tools using React for frontend and tornado for backend api: Translation search directory, launching experiments/features based on translation progress.
- Product Title translation feature: Built pipeline for machine translating product titles, ran A/B experiments across various languages on titles and built internal tools for translation team and engineers to easily access translation progress and update the translations.
- Built a framework to automate the initial A/B testing analysis process for ongoing Growth experiments using Tornado as the web framework and storing processed reports into MongoDB. Worked closely with the infrastructure team to oversee the deployment and management of the framework using AWS and kubernetes.
- Modified ETL pipelines which generated different campaign KPI's and exported results onto Redshift.
- Wrote daily crons to monitor email and push notification volumes drops. Generated alerts and graphs for abnormalities detected using Prometheus and Grafana.
- Generated one-off campaigns and ran experiments on them and ongoing campaigns which were sent to over 20 million users daily. Analyzed those experiments manually and through internal tools based on project revenue or user engagement.

#### **Software Engineering Intern | Facebook | Menlo Park, CA (May 2017 – Aug 2017)**

- Developed interface and API using React Library and Hack. Built the interface and API in Facebook Business Manager for businesses to manage their partners on Facebook Ads Platform.

## **Education**

**North Carolina State University**, Raleigh, NC - MSc in Computer Science, GPA 4.0/4.0  
**IIT (ISM)**, Dhanbad, India - Bachelor in Computer Science & Engineering, GPA 8.23/10