

## PROFESSIONAL EXPERIENCE

### MICROSOFT CORPORATION

Seattle, WA

#### **Product Strategy Lead, Copilot for Service Application**

May 2023 – Present

- Lead a team of four engineers and managed the product development for Microsoft's new B2B AI product aimed at the customer service needs of midsize companies and large enterprises.
- Initiated a project to make the application fully accessible for low-vision/no-vision customers by presenting a proposal to the principal engineering manager and aligning the technology with Microsoft's guidance for accessible applications.
- Conducted interviews with prospective customers of the new application, including Domino's and The National Bank of Canada, to gauge application requirements, and develop features accordingly.
- Created baselines and conducted testing to improve the quality of the application's Chatbot AI user-support feature
- Road-mapped pivots to the Copilot for Service application early in the launch based on customer feedback.
- Organized client onboarding, including conducting knowledge transfers and group walk-through sessions with customer-service agents from companies that purchased licenses for the applications.

#### **Project Lead, OData Octopus**

Sept.– Dec. 2022

- Created a Chrome browser plugin for internal Microsoft employees that would assist engineers with data gathering and capturing within the Dynamics 365 platform and drastically improve productivity.
- Developed the tool by interviewing engineers about their needs, planning the UX, and programming the application.
- Collaborated with partner teams to develop features for the application, resulting in a 65% increase in the number of downloads in the month following the initial release.
- Developed technical documentation for the application to facilitate access, and made the application open-source so that other Microsoft teams with similar use-cases could develop their own version.

#### **Software Engineer**

Aug. 2021 – Present

- Lead a team of three engineers developing Microsoft's Dynamics 365 for Customer Service application.
- Integrated Apple Messages for Business and Google Business Messages into the Dynamics 365 Customer Service platform, increasing team revenue by 22% YoY.
- Managed a team of three Microsoft engineers to develop automatic testing systems for Microsoft's CRM web application.
- Led a project to rewrite the D365 Customer Service codebase into a modern technical stack to allow a larger capacity of users to access the application by analyzing inefficiencies.
- Developed trouble-shooting documentation for Microsoft engineers to unblock technical issues in their code.

### ECOMINT.IO

West Lafayette, IN

*EcoMint.io was a platform that leveraged blockchain to incentivize carbon-capture through crypto rewards*

#### **Founder/CEO**

May 2020 – May 2021

- Managed a team of five Purdue students to create a blockchain application that incentivized eco-friendly efforts from companies in return for crypto tokens that would accrue value.
- Developed the technology platform by managing the engineers within our team and by architecting the technical service.
- Marketed the application to four carbon-offset organizations including Terrapass and The Carbonfund.org Foundation.
- Partnered with two startups at the Purdue Foundry that used our service to earn credits for their carbon-neutral efforts, growing our crypto token (ECO) by 127% over eight months.

## EDUCATION

### PURDUE UNIVERSITY

West Lafayette, IN

B.S. in Economics and Computer Science

Aug. 2017 – May 2021

**President, Purdue Student Senate**, Sep. 2019 - May 2021. Led a team of 30 Purdue student representatives; collaborated with Purdue's Board of Trustees to prioritize improved fire escape plans, bicycle lanes, and wheelchair ramps; secured an additional \$10,000 for student mental health initiatives.

**Intern**, Microsoft Corporation, Seattle, WA. May – Aug 2020. Created an application to improve team efficiency by streamlining the mechanics to address work items and tickets and implemented the application end-to-end.

## ADDITIONAL INFORMATION

**Interests:** Skiing with friends in the Pacific Northwest; camping out at music festivals across the US; attend weekend chess events at Seattle's Linda's Tavern; member of the Seattle Tennis Club

**Languages:** English, Hindi, native speaker; German, conversational fluency

**Volunteer**, Seattle Neighborhood Greenways, Sept 2021 – present. Collaborate with the Seattle City Council and the Seattle Department of Transportation to improve city walkability and public transit infrastructure