

# Arshdeep Saini

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## Skills

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**Languages:** TypeScript, JavaScript, Python, Java, Go, Rust

**Frameworks:** React, Next.js, Node.js, Flutter, Android SDK

**Technologies:** Docker, Kubernetes, AWS, Git, Jenkins, GraphQL, Playwright, Jest, Vercel AI SDK

**Databases:** MySQL, PostgreSQL, Redis, MongoDB

## Experience

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### Software Developer, IBM Canada – Markham, ON

Mar 2023 – Apr 2025

- Led a globally distributed team of 6 to modernize documentation tooling for 430+ IBM products, standardizing workflows and automating builds to boost update frequency from monthly to weekly and raise CSAT by 25%
- Designed and implemented a scalable microservice architecture for automated feedback classification across 2,400+ IBM products, cutting manual triage by 80% via intelligent routing and workload distribution
- Built CI/CD pipeline using Docker, Kubernetes, and Jenkins to publish markdown docs with automated QA, cutting deployment time by 75% and reducing broken doc reports from 100+ to under 10 per release
- Elevated engineering culture by enforcing unified engineering stack (Node.js, Next.js, Postgres, Redis, IBM Carbon) to improve cross-team consistency and developer onboarding speed

### Full Stack Developer, IBM Canada – Markham, ON

Jan 2022 – Mar 2023

- Migrated 430+ IBM product documentation sets to GitHub and implemented Jenkins/Travis CI/CD pipelines, cutting build times by 90% (2h → 10m) and accelerating release cycles
- Led modernization of a 34-language documentation pipeline across 11 countries, migrating 400+ IBM products to a GitHub-native workflow and designing APIs to automate content publishing with zero downtime
- Built an internal observability service that monitored deployment servers using uptime probes, structured logging, and health-check metrics, alerting via Slack webhooks when hosts breached SLOs, reducing incident detection time from 30 minutes to under 2 minutes
- Mentored 3 new hires and 1 apprentice, cutting ramp-up time from 4 weeks to 1.5 weeks via structured learning paths and capstone-based training

### Frontend Developer Intern, The Citywide Group – Vaughan, ON

May 2021 – Dec 2021

- Contributed to a pre-launch build of a cross-platform apartment and building management app built with Flutter, part of a platform now powering 1,300+ smart buildings and 150+ new projects annually
- Collaborated with a cross-functional Agile team of developers, UI/UX designers and business analysts to design and implement core tenant and admin workflows, aligning business and technical goals
- Deployed automated unit, integration, and end-to-end UI tests across web and mobile environments using CI pipelines, ensuring cross-device reliability and reducing post-merge defect rates

## Projects

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### Mobile Bookmarks App

On Google Play

- Designed and launched an Android productivity app with 8K+ installs and 200+ monthly active users
- Integrated Android Custom Tabs to deliver a fast, secure in-app browsing experience

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## Education

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### York University – Major in Software Engineering

January 2022