

# Shivam Kundra

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## EXPERIENCE

Oriserve AI

Noida

**Software Engineer**

Aug'24 – Present

- Orchestrated scalable **STT sequencing with state-rollback**, ensuring full-utterance processing and real-time dialogue accuracy for Gen AI & Workflow hybrid bot; handling **450,000+** daily calls for **Vodafone-MNP, Bajaj finserv**.
- Revamped a **NLP-based** chatbot into a scalable, production-ready **RAG** architecture using **GPT, Pinecone**, and a structured **knowledge base** delivering high-impact, **context-aware** support for brands like **Vodafone and Indigo**.
- Engineered synchronization with **Event Emitters & Redis Pub/Sub**, enabling **hot-reload** updates & eliminating recurring deployments which reduced update reflection time **from 1 hour to instant visibility** in production.
- Upgraded the **core backend**—the brain service of the voicebot and chatbot architecture—to **Socket.io v4** and **Node.js v20**, resolved breaking changes, added **IOS** support, and optimized for **enterprise-grade reliability** and **scalability**; serving **5M+ daily users** for **Vodafone-Idea, Indigo** and **Bajaj finserv**.
- Optimized **chatbot agent assignment** using **Redis sorted sets**, reducing time complexity from **O(n<sup>2</sup>) to O(n)** and increasing efficiency by **80%**; along with **AI summary generation** for **50K+** daily conversations.
- Implemented **chat blink alerts** using **Redis queues**, triggering visual cues if agents don't respond within 60s.

Unthinkable Solutions (Daffodils)

Gurugram

**SDE Intern**

Jan'24 – May'24

- Engineered **recursive audit-trail** logging change with originating IP and Id, **achieving 100% traceability** for 5000 daily events.
- Prepared **live analytics** using **Socket.io**, leveraging **broadcast room** for low-latency updates to **10K+** daily users.
- Created **heartbeat service** to route traffic to **healthy instances** during **auto scaling**, preventing downtime by **50%**.

## PROJECT

**Early Suraksha** : [Live Dashboard](#) | [Solution Video](#) | [GitHub](#)

May'22 – Aug'22

*NodeJS, ExpressJS, MongoDB, JWT, Twilio, Infrasound, Cell Broadcasting*

- Built an **AI-powered disaster alert system** for **NDRF India** at **SIH'22**, empowering nationwide alerts for lightning.
- Enabled **CBS** alert delivery (no internet), reduced **2K+ annual deaths**; integrated **infrasound** for long-range alerts.
- Delivered a **government-adopted** idea with **500K+** downloads, **4\*** rating, and over **4,250 crore** messages sent.

## ACHIEVEMENTS

- Achieved **2018+** rating on LeetCode (Top **2.5%** globally); ranked **489 out of 21,482** in a global coding contest.
- Led winning team in **Smart India Hackathon 2022 (160K+ participants)**; earned top ranks in **HackMol 4.0 (1st)**, **HTM 3.0 (3rd)**, and **NASA Space Apps Challenge (Global Nominee)**.

## SKILLS

**Languages:** Java, C++, JavaScript, SQL, C, C#

**Core CS:** Data Structures, Algorithms, OOPS, DBMS, OS

**Technologies:** Node.js, Express.js, REST APIs, MongoDB, Redis, Pub/Sub, Queues, JWT, Socket.IO

**Tools:** Git, GitHub, Bitbucket, Docker, VS Code, IntelliJ, Visual Studio

**AI:** GPT, RAG, OpenAI, NLP, Pinecone, Knowledge-based Systems

## EDUCATION

**KIET Group Of Institutions**, AKTU

Delhi-NCR

**B.Tech** in Computer Science and Engineering

2020 – 2024