Bhishman Desai

Former Software Engineer, Infogain

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PROFESSIONAL SUMMARY

Software Engineer with **3+** years of experience in system architecture, scalable application development, and driving AI adoption across startups and large enterprises/MNCs.

SKILLS

Languages: Java, Python, JavaScript, TypeScript, SQL, HTML, CSS, C, C++
Web Development: Spring Boot, Node.js, Django, Next.js, React, Angular
Cloud & DevOps: AWS, GCP, Azure, CI/CD, Docker, Kubernetes, Jenkins, Terraform
Data & Backend: Databricks, ETL Pipelines, RAG, REST APIs, Microservices, MLOps, Vector DB
Testing & Automation: Cypress, Selenium, Jest, Unit/Integration Testing
Tools: Git, Figma, Postman, OpenAI, SQL Workbench

EXPERIENCE

Software Engineer   July 2025 - Present
Easy Platter (Uber for personal chefs) 🔗   *Halifax, NS*
- Built and deployed a chat and voice agent using **multimodal LLMs** with OpenAI and Claude, enabling users to perform most actions through the bot, resulting in a **30%** increase in session completion rate.
- Implemented multiple full-stack workflow modules using **React, Node.js, and MongoDB**, enabling chefs and clients to complete tasks end-to-end through a unified interface, resulting in a **25%** increase in feature adoption.
- Engineered multiple **n8n-powered agents** on-prem, enabling Easyplatter's website to handle FAQs, provide health coaching, and automate HR screening calls resulting in a **40%** reduction in manual support workload.

Back End Developer   May 2025 - Present
StarLuv (Online sustainable thrift store) 🔗   *Halifax, NS*
- Built a personalized recommendation engine by using **OpenSearch Client with OpenAI**, resulting in **customized clothing suggestions** for improved user engagement.
- Developed a Cart list and Wish list reminder notification system, along with token-based authentication support to unsubscribing notifications, resulting in a **40% increase in Cart recovery rate**.
- Migrated and integrated user data by implementing a **Python service to connect StarLuv database with Brevo CRM**, resulting in **enhanced user insights and better engagement strategies**.

Data Engineer   Jan 2025 - Apr 2025
Nova Scotia Health 🔗   *Halifax, NS*
- Developed an ED wait-time prediction tool using **Angular, Databricks, and Node.js**, enabling users to view real-time and **11-hour forecasted wait times across 14 Nova Scotia sites**, reducing unnecessary peak-hour visits by **35%**. ↗
- Deduplicated provincial health policies using **RAG, FAISS, and vector embeddings**, reducing storage redundancy by **90%** and unifying document versions.
- Transformed ML model deployment using **Databricks Asset Bundles** and implemented **MLOps practices** for versioning and monitoring.

Technical Consultant   May 2024 - Jan 2025
Puppet Academy (Improv for kids) 🔗   *Halifax, NS*
- Engineered and automated AWS infrastructure provisioning using **Terraform**, and implemented CI/CD pipelines using GitHub actions on **AWS EKS**, reducing deployment time by **80%**, and human errors.
- Developed and scaled **performance dashboard** using **React.js and Node.js**, leading to a **20% increase** in user engagement.
- Collaborated with non-technical stakeholders and cross-functional teams to simplify complex technical terms and align feature requirements, increasing client satisfaction and reducing project delivery time.

Senior Software Engineer   Jan 2023 - Jul 2023
BosLeo 🔗   *India*
- Contributed as a **founding engineer** of the Hospital Information System, developing a cross-platform application using **React native** streamlining patient record management and reducing administrative processing time by **40%**.
- Optimized the search feature leveraging **Solr and LLM models**, improving accuracy by **50%** and reducing time spent by hospital staff on finding relevant patient data.
- Guided junior developers and conducted weekly **Agile sprint** reviews, accelerating project delivery timelines.

Software Engineer   Jul 2021 - Jan 2023
Infogain 🔗   *India*
- Led the architecture and development of a real-time **AIOps observability and data acceleration platform** using **Java**, **SQL**, and **React.js**, deployed as **Dockerized microservices** to enhance IT efficiency and accelerate applications. ↗
- Integrated **Stripe and PayPal APIs** to support **automated billing**, **recurring payments**, and **reconciliation workflows**, improving **transaction reliability by 28%**.
- Collaborated with DevOps to implement CI/CD pipelines and infrastructure-as-code with **Jenkins and Terraform**, achieving **99.9%** uptime during peak trafic.

Projects

ExtractGen 🖊 ⌗
- Built a scalable SaaS product using **AWS Textract, Lambda, S3, SNS, SQS** to extract text from PDFs into structured CSV.

Job Verse 🌐 ⌗
- Developed a **full stack job platform using React, Node and AWS** to simplify international job search with intuitive UI/UX.

Open Source

Resolved an Angular issue with nonfunctional keyboard shortcuts in TextArea component by fixing event handling and key listener management. Blog Post: 🖊   PR: ⌗

Education

Dalhousie University | *GPA:4.2/4.3*   Sep 2023 - Apr 2025
Master of Applied Computer Science   *Halifax, NS*
NMIMS | *CGPA:3.75/4*   Sep 2017 - Mar 2021
Bachelor of Technology in Information Technology   *Mumbai, India*

Awards & Publications

- Received the **Citizenship Award** from Dalhousie Faculty of Computer Science for exceptional contributions to community building, reliability, motivation, and academic excellence.

- *"Scaling Depression Level through Facial Image Processing and Social Media Analysis"* in Communication and Intelligent Systems, Proceedings of ICCIS 2020. [Link]

- *"Image Filtering – Techniques, Algorithm and Applications"* in GIS Science Journal, 2020. [Link]