

# Andrei Biswas

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Available from May to December 2025

## EDUCATION

### Northeastern University

*M.S. in Artificial Intelligence*

September 2024 - Present

GPA: 4.00/4.00

- **Relevant courses:** Foundations of Artificial Intelligence, Algorithms

### Rochester Institute of Technology

*B.S. in Computer Engineering | Minor in Music and Technology*

August 2016 - May 2021

GPA: 3.74/4.00

- **Degree honors:** Magna Cum Laude, Honors Program (top 5% of university students), and Dean's List (all terms)

## EXPERIENCE

### Teaching Assistant

*Northeastern University*

January 2025 - Present

*Boston, MA*

- **Helping 143 students succeed** by providing timely and constructive feedback and tutoring sessions for the **graduate level Foundations of Artificial Intelligence course**.

### Product Manager

*Microsoft*

October 2021 - May 2023

*Cambridge, MA*

- **Grew Intune users by 25% YOY** by collaborating with Google engineers to complete the Microsoft 365 and Google Workspace productivity vision for personal Android devices, allowing users to sync files across Microsoft 365 and Google apps from any device.
- **Enhanced device security without admin intervention for millions of Android 12+ devices** by investigating, designing, and delivering solutions that follow updated Google password complexity definitions from day 0.
- **Retained 150,000 licenses and reduced engineering time** by implementing a log collection solution for sovereign cloud customers using Android devices. It leveraged existing UX to minimize development time and boost customer satisfaction.
- **Enhanced data security, user privacy, and user transparency** for all Intune Android apps by evaluating, designing, and delivering **EU-specific data protection in all user scenarios** and updated UX accordingly.
- Automated and refined joint enterprise customer support processes for Google and Microsoft partnership, which **reduced triage time by 50%**. It led to faster issue resolution times and improved customer retention.

### Program Manager Intern

*Microsoft*

June 2020 - August 2020

*Cambridge, MA*

- Used customer evidence to scope **feature areas for smartwatch and Android devices' management** and gather functional requirements, which involved collaborating with cross-functional teams on multiple projects.

### Emerging Technology Engineer Intern

*Ahold Delhaize USA*

January 2020 - May 2020

*Quincy, MA*

- Established the base architecture for the Stop & Shop chatbot on their official website, which **serves 4.5 million visitors on average per month** and improves customer satisfaction and retention.
- **Improved user feedback process by 20x** by implementing a testing infrastructure which enhanced product performance and usability by identifying and resolving issues faster.

### Emerging Technology Engineer Intern

*Ahold Delhaize USA*

January 2019 - August 2019

*Mooresville, NC*

- Built and deployed 4 frictionless checkout prototypes for an Amazon Go-style store with **embedded systems, computer vision, and Bluetooth, enabling lean cost and setup time to 6 weeks**.

### Grader

*Rochester Institute of Technology*

August 2018 - December 2018

*Rochester, NY*

- **Helped 12 students succeed** by providing timely and constructive feedback and tutoring sessions for Digital Systems Design II class.

### Undergraduate Research Assistant

*Rochester Institute of Technology*

May 2017 - August 2018

*Rochester, NY*

- Developed and deployed an **autonomous, live monitoring system** that uses sound to categorize a machining tool's condition by applying a **Support Vector Machine** algorithm.
- Presented project findings at a research symposium, highlighting the system's **90% accuracy rate**.

## SKILLS

**Languages:** Python, Kotlin, Java, Shell, JavaScript, MATLAB, C, ARM Assembly

**Tools:** PyTorch, Git, React, Microsoft Azure, Google Cloud Platform, Docker, Agile, DevOps