

EESITA SEN

Boston, MA | sen.ee@northeastern.edu | 8573502897 | [LinkedIn](#) | [Github](#)

EDUCATION

MS in Information Systems | **Northeastern University** | Boston, MA | GPA: 3.4/4

Sep 2023 – May 2025

BS in Information Technology | **SRM Institute** | India | GPA: 7.5/10

Jun 2015 – May 2019

KEY COMPETENCIES / SKILLS

AI & Agent Integration

Software Development

API Development & Integration

DevOps & Infrastructure-as-Code

System Design & Scalability

Data Management & Analytics

PROJECTS

AI-Based Portfolio Agent and Chatbot

Jan 2025 - Feb 2025

(Technology Stack: LangChain, OpenAI LLM, RAG Framework, AWS, Javascript, Google Calendar API, SendGrid)

- Developed a RAG-based chatbot using OpenAI LLM (Generative AI) and vector databases to provide real-time responses to portfolio-related queries.
- Built a LangChain-powered agent to automate tasks like scheduling meetings via Calendly, sending reminders, and email dispatch.
- Automated build and deployment workflows using GitHub Actions for CI/CD..

AWS Infrastructure Automation

Sept 2024 - Nov 2024

(Technology Stack: AWS, Terraform, Packer, GitHub Actions, Node.js, SQL)

- Developed RESTful APIs, integrated AWS services (SNS, S3, RDS), and implemented Lambda functions for notifications.
- Automated infrastructure provisioning with Terraform; managed VPC, EC2, RDS, ASG, ALB, and security groups.
- Built CI/CD pipelines with GitHub Actions, created custom AMIs using Packer, and automated deployments.
- Enabled monitoring with CloudWatch, custom metrics using StatsD/Winston, and logging for diagnostics.
- Ensured scalability and reliability with Auto Scaling Groups, Load Balancers, and Route 53 DNS management.

PROFESSIONAL EXPERIENCE

Software Engineer | **Borderfree Technologies** | Remote

Nov 2021 – Aug 2023

(Technology stack: AWS IAM, EC2, Lambda, APIGateway, S3, SQS, ElasticSearch, DynamoDB, CloudWatch, Golang)

- Led agile software development practices for a live shopping platform, integrating with over 50 online merchant stores using RESTful APIs.
- Engineered core functionalities for inventory management and synchronization of discounts and rewards, contributing to a 50% increase in platform adoption and a 70% rise in sales.
- Developed an automated system leveraging webhooks to streamline product updates and deletions, reducing manual intervention by 75%. Implemented robust error-handling mechanisms to ensure data integrity and reliability.
- Created AWS Lambda function for automatic synchronization of OpenSearch documents upon S3 object uploads, streamlining document management processes, enhancing data accuracy, and reducing operational cycle times by 30%.
- Improved monitoring efficiency by 40% and faster response to critical events through real-time store sync alerts via Slack.
- Automated the integration process of shops via schedulers, ensuring seamless product information synchronization across platforms, token updates, and user data processing workflows.

Software Engineer | **Merck** | Bangalore, India

Oct 2020 – Oct 2021

(Technology Stack: .NET Framework, Microsoft SQL Server, ServiceNow, PowerShell scripting)

- Participated in software development using .NET and contributed to Computer System Validation, aiding 50 developers, enhancing requirements accuracy by 35%, and reducing the development cycle time by 20%.
- Provided technical support and contributed to system implementations benefiting 150 employees, increasing rollout speeds by 35%, and reducing technical support tickets by 18%.
- Applied ITIL best practices and led incident management, boosting collaboration among 50+ global team members, ensuring 99% application uptime through efficient troubleshooting and Organizational Change Management activities.