

SHUBHAM MATHUR

Senior Software Engineer

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WORK EXPERIENCE

Engineer II

Mckinsey & Company

Nov 2021 - Present

Bengaluru, KA

- Banking Assets
 - **Customer Service IntelliBot** assists banks in addressing customer inquiries by recognizing intents, maintaining conversational flow, and delivering human-like responses via GenAI. It incorporates text-to-speech and speech-to-text capabilities. (**NestJS, React**).
- Assisted medication webapp for a **leading pharma company, US (1.5 million user base)**: Developed a mobile app for a pharma company, achieving a **34% reduction in readmissions, 18% deprescribing rate, and 10% increase in cases with pain improvement**. Sent reminders via SMS to ensure timely medication, while tracking history and stock availability.
 - As a Full Stack Developer, integrated **Twilio** and **Azure** functions for the notification service, leveraging queues in the backend. Created feature-rich screens for web and mobile using **React, Material UI**, and **JavaScript**. Created Technical documentation, reviewed code, worked closely with cross-functional teams.
- Led Engineer I and intern recruitment, conducting interviews and code pair rounds. Led a GenAI community initiative, consolidating GenAI use cases, developed demos for client conversations, mentoring juniors.

Engineer I

Mckinsey & Company

July 2019 - Nov 2021

Bengaluru, KA

- Self Service app for a **leading Bank, Malaysia (20 million user base)**: An online platform which **improved the efficiency by 60%** for managing lending services, used by **relationship managers (5000+)** to handle leads and create profiles using government credit reports. Developed an efficient ecosystem for credit reports, integrating legacy SOAP systems and optimizing data normalization in **Spring Boot**.
- Project Management tool for Mckinsey Consultants: An advanced web tool for CSTs, providing curated materials, objectives, outcomes, timeline, and talent assignment for engagements. Built backend (**Express, GraphQL**), handled IAM (**Okta**), deep linking, cross-platform search, and curated material submission (**Box APIs**).
- Contributed to the firm's knowledge base by publishing articles on API development best practices in internal publications. Helped in campus recruitments.

Junior Engineer

Mckinsey & Company

Jul 2018 - Jul 2019

Bengaluru, KA

- **Insurance Product recommendation Platform, Singapore (1.3 million user base)**: A web app to recommend insurance products among 30+ options, **improving efficiency by 90%** compared to manual and time-consuming processes. Developed high-quality features using **React, Node.js**, and **Express**. Mentored 3 interns.
- Mobile and web app for a **leading Telecom Company, Thailand (10 million user base)**: As a Full Stack Engineer, developed interactive UI using **React** and microservices using **Hapi.js**. Optimized code, increased **unit test coverage by 40%**, and implemented an exponential back-off retry mechanism for APIs.

CERTIFICATIONS

AWS Certified Cloud Practitioner | Amazon Web Services (AWS)

Sep 2021

EDUCATION

Vellore Institute of Technology

Bachelor of Technology

2018

Vellore, TN

SKILLS

Languages: Proficient: JavaScript, Typescript, HTML, CSS; **Familiar:** Java, Python, C++.

Libraries & frameworks: Proficient: React.js, Node.js, Express.js, Nest.js, Tailwind, Jest, React Testing Library; **Familiar:** Spring Boot, React Native, MaterialUI, Bootstrap, Storybook.

API Development: RESTful APIs, GraphQL

DBMS & ORMs: Proficient: PostgreSQL, Sequelize, MySQL; **Familiar:** Neo4j.

CI/CD: Github Actions, CircleCI.

Version Control: Git, GitHub, BitBucket.

DevOps Tools: Docker, Basics of AWS, Azure.