Ishan Raj Jain

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I am a backend software engineer, looking for a creative work environment with learning opportunities. I have worked with high volumes of data in low latency systems for big enterprises.

WORK EXPERIENCE

Current
JUNE 2016

Founding Member at Morph.ai, Gurgaon

- Led **backend**.
  - Built the technology from ground up.
  - Built a **low latency** chatbot framework to listen messages from social channel, augment it with our analysis engine and run the business defined conversation logic.
  - Wrote analytics engine which helped improve the bot performance for Manchester City Football Club.
  - Wrote **performance crucial** announcement engine which is being used by Mancity to send matchday updates to thousands of subscribers in realtime.
  - Wrote custom code module with language support of Java and Python using AWS Lambda which helped YES Bank to build their bot.
- Led **Dev-Ops**.
  - Automated deployment using Jenkins.
  - Wrote server setup scripts for over 14 different types of servers to get the new machines running in seconds.
  - Setup mongo clusters, ElasticSearch clusters and Redis standalone server.
  - Improved security using firewall rules.

JAN 2014
- JUNE 2016

Senior Product Engineer, Sprinklr Solutions (April 2015 - June 2016)

- Led Analytics module comprising a team of 12 developers.
- Used ElasticSearch to aggregate millions of documents in real time with custom aggregators.
- Built Email auto responder with Salesforce integration for Procter & Gamble using SVMs which saved them ~$5 per email.
- Built a generic SLA measurement rule engine & analytic tool for JPMorgan Chase which helped them reduce response time for crucial messages.
- Built *Best Time To Publish Suggestion* and *resonance meter* while posting a social media update which contributed to Sprinklr coming out as a leader in **Forrester** wave 2015.

Product Engineer, Sprinklr Solutions (Jan 2014 - April 2015)

- Backend Engineer working across modules.
- Salesforce integration for creation of cases from social messages.
- Involved in migrating Mongo based analytics solution to ElasticSearch which drastically reduced the query response times.

EDUCATION

JULY 2010
- MAY 2014

B.Tech in COMPUTER SCIENCE, **Dhirubhai Ambani Institute**, Gandhinagar

- CPI 8.44/10
- Research assistant for Cross Lingual Information Access project by Information Retrieval Society of India.
- Project aimed at making search engine using Solr for Indian languages.
- Founder & convener, Artificial Intelligence Club.

SKILLS, LANGUAGES AND TECHNOLOGIES

Java, Python (Intermediatory)
Mongo, ElasticSearch, Redis, SQL, Spring, Mesos, Spark, Linux, Jenkins, Artificial Intelligence