

Ishan Raj Jain

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I am a backend software engineer, looking for a creative work environment with learning opportunities. I have held responsible positions, led teams and developed several modules. 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.
- Integrated agent performance metrics for Verizon.

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