

# NIRMIT SHAH

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## EXPERIENCE

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### Software Engineer - Enterprise Data

Jan 2024 - Current

Citadel

*New York, NY*

- Manage onboarding of two of Citadel's largest teams onto a new reference data system, delivering customized *InfoSets* to meet team-specific requirements while defining and standardizing team-wide deployment processes.
- Spearhead the *MAS Rewrite* project to address regulatory changes, refactoring systems to source Unique Product Identifiers (UPIs) for PF Swaps and ensuring timely delivery through collaboration with global teams.
- Implement caching solutions that reduced external vendor API requests by 98%, saving thousands of dollars monthly and significantly enhancing system efficiency.
- Develop tools to detect pre-release issues and maintain system reliability, minimizing downtime and streamlining deployment workflows.
- Foster cross-regional collaboration with stakeholders to ensure alignment on business and technical requirements across time zones.

### Software Engineer - Cash App Cards

Jan 2021 - Jan 2024

Block, Inc. (formerly Square)

*New York, NY*

- Designed, developed, and shipped a notification system (Kotlin) for expiring cards which led to a 300% increase in customers ordering their own replacement cards.
- Developed, shipped, and maintained a feature that lets customers expedite delivery of their card orders (Kotlin) increasing customer engagement by 40%.
- Created a dynamic admin page (React) for customer support teams and engineers to use to manage account issues 4x faster than before.
- Wrote algorithm to recognize and purge credit card numbers entered in text fields.
- Improved the onboarding process through documentation and 1:1 mentored new engineers helping them ramp up 2x faster than before.
- Led improvements to our meetings and sprint processes to decrease overhead and increase developer productivity by 10%.

### Software Engineering Intern - Support Platform

Jan 2020 - May 2020

Lyft

*San Francisco, CA*

- Redesigned Lyft Support's existing denylist functionality (Python) and led the transition to DynamoDB to increase performance by letting support agents add entries themselves.
- Developed a tool (Python) that enables Lyft to prevent abusive customers from contacting support 15x faster than before.
- Improved an hourly cronjob's performance by 10%.

## EDUCATION

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Bachelor of Computer Science, Georgia Institute of Technology GPA: 4.00

2017 - 2020

## PROJECTS

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**plusplus Discord Bot** Built a bot that lets users in servers give points (like Reddit Karma) to other users. Over 3000 people have used it so far in 31 countries.

- Written in Javascript and uses node.js and discord.js
- Uses a MongoDB deployment to store and retrieve individual user scores.
- Deployed on Heroku.

## SKILLS

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**Programming Languages & Frameworks:** Python, Kotlin, Java, Typescript, React