MEET SHAH

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Experience

Hazlnut LLC   **Jul 2023 - Present**
Software Developer   *Jacksonville, Florida*

- Designed a **multi-channel AI ordering platform** with **React** and **Node.js**, integrating a **smart voice assistant** with a **conversational chatbot** to automate phone and web orders, cutting manual workload by 65%.
- Developed a **low latency real-time voice pipeline** using Twilio, PlayHT, and Deepgram with custom utterance end detection and interruption handling, reducing transcription errors in noisy call environments.
- Engineered a **Slack based NLP automation** workflow using **Redis caching** and recursive tool calling to apply menu and modifier changes, shortening configuration turnaround time by 40%.
- Orchestrated a **multi-agent reservation system** using **Python**, **LangGraph** and React dashboards, interfacing with POS systems to standardize reservation intake and reduce manual data entry by 55%.
- Implemented **evaluation and fine-tuning pipelines** that improved item and modifier recognition accuracy by 25%.
- Automated **Qdrant embedding workflows** enabling semantic search across thousands of menu items.
- Delivered **analytics dashboards** with **Next.js and Supabase** that surfaced routing KPIs, shift schedules and performance trends, improving contractor scheduling efficiency and visibility by 20%.
- Streamlined containerized services on **AWS ECS** with auto-scaling and health checks and engineered secure **REST APIs** for authentication and payments, increasing system reliability by 30%.

CNS - Indiana University Bloomington   **Jul 2022 - Dec 2022**
Angular Developer   *Bloomington, Indiana*

- Built **data visualization dashboards** in Angular and Angular Material for biomedical datasets, helping researchers explore results faster and reducing analysis time by 30%.
- Improved **state management** with NGXS, increasing component reusability and UI responsiveness by 15%.

Waaree Energies Ltd.   **Nov 2020 - Jul 2021**
Software Engineer   *Mumbai, India*

- Collaborated with cross-functional teams to test and implement **Java, Spring Boot** microservices deployed via **Docker**, improving system scalability and uptime by 15%.
- Developed **Python and Selenium automation** pipelines for large scale data extraction and reporting, reducing manual preparation time by 60%.
- Enhanced **microservice reliability** by designing monitoring scripts and debugging production issues, improving system stability during peak load periods.

Technical Skills

Languages: Python, TypeScript, JavaScript, Java, SQL
Backend: Node.js, Express.js, REST API Design, Microservices, Distributed Systems
Frontend: React, Redux, Angular, Component Architecture
Databases: PostgreSQL, MySQL, Redis, MongoDB, Qdrant
Cloud/DevOps: AWS ECS, Docker, Kubernetes, CI/CD, Git, Load Balancing, Caching
AI/Automation: LangChain, LangGraph, NLP Pipelines, Embeddings, Vector Search

Education

Indiana University Bloomington   **Aug 2021 - May 2023**
Master of Science, Computer Science (GPA: 3.8/4)   *Bloomington, Indiana*

University of Mumbai   **Aug 2017 - Oct 2020**
Bachelor of Engineering, Electronics Engineering (CGPA: 8.89/10)   *Mumbai, India*

Projects

Weather Forecast Service | *Microservice Architecture, Java Spring, Kubernetes, RabbitMQ*   **Jan 2023 - May 2023**

- Designed a **microservice weather platform** for storm prediction, using Redis caching, S3, RabbitMQ and PostgreSQL to handle high volume forecast and alert data.
- Implemented **CI/CD pipelines** with Jenkins and Ansible and deployed Dockerized services to **Kubernetes clusters** supporting more than 10,000 concurrent requests with fault tolerance.