Milap Shah

Lead Software Engineer
8460733661 | onlymilaps@gmail.com | **Github** | **LinkedIn** | **Codeforces** | **HackerEarth**

Skills

- JavaScript, Typescript, ES6, React, next.js, apolloClient, node.js, npm, yarn, babel, webpack, Jest, React-testing-library.
- HTML5, MJML, CSS, SCSS.

Experience

Lead Software Engineer – *Sprinklr Solutions Pvt. Ltd.*   Nov 2019 - Present

- Owner of the **flowchart library** that is being used internally in Sprinklr. Have incorporated the same library in 4 different modules, which played a key role in growth of the self-serve solution at Sprinklr.
- Added features such as virtualization to flowchart and autolayouts to make it 10x more performant and easy to use for the end user.
- Took end to end ownership of **dialogue tree** and i**ntent validation** flows, where I led a team of 3 developers.

Senior Software Engineer – *Sprinklr Solutions Pvt. Ltd.*   Nov 2019 - Present

- Working on **Conversational-AI** module, that enables customers to create omnichannel AI-powered model to resolve repetitive queries at scale and transfer to a live agent seamlessly whenever required.
- Have developed a new flowchart where the user can add several nodes and define it's interactions and paths to proceed.
- Migrated all the users (DELL, AT&T, etc) from **legacy bot builder** module to **conversational-ai** thus making it 10x efficient and smooth UX, along with proper error handling raising a total of 4 million USD revenue.

Software Engineer – *Sprinklr Solutions Pvt. Ltd.*   Jan 2018 - Nov 2019

- Product owner for the **Email Marketing** module of Sprinklr which accounts for 5 million USD revenue.
- Optimized the server side code, thus improving the speed for processing each mail by 20%.
- Took ownership for the design & development of **Influencer Marketing** in record 2 months time which was acclaimed by Forrester Wave 2019 for its exceptional use cases including from discovering & enrolling influencers to publish their content within specific brands, thus helping Sprinklr emerge as a leader in market place.

Education

Dhirubhai Ambani Institute of Information and Communication Technology - B.Tech (ICT)   July 2014 - May 2018
CPI - 7.9 / 10