

RAUNAK ANAND

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PATENTS

Contextualizing Chat Responses Based on Conversation History

March 29, 2024

WORK EXPERIENCE

OpenAI

Member of Technical Staff, Applied Evals

San Francisco, CA

Nov 2025 - Present

MICROSOFT

Software Engineer, M365 CoPilot AI Evaluation

Mountain View, CA

Dec 2023 - Present

- **Increased ad revenue by ~12%** by optimizing LLM-generated user summaries to enable shorter Copilot replies and more personalized ad delivery.
- Built an automated system to detect LLM regressions across Microsoft 365 Copilot, **reducing triage time by 60%** and improving rollout safety through real-time alerts and behavior comparisons.
- Optimized workflows that evaluate LLMs, **cutting job runtime by 31%** and **increasing throughput by 50%**, enabling faster performance testing and validation at scale.

Software Engineer, Microsoft Research - Semantic Machines 🌐

August 2022 - Dec 2023

- Built multi-turn conversation support in Copilot by streamlining how user context is handled, **reducing API latency by 42%**, and boosting reliability at scale.
- Designed a distributed job scheduler to handle real-time model calls, **scaling from 1K to 15K concurrent user sessions** with 99.98% uptime.
- Set up full-stack observability for Copilot's conversation flows using Azure Monitor, Application Insights & Kusto (KQL), **cutting debug time by 60%** and catching memory leaks in long-running user sessions.

MASTERCLASS

San Francisco, CA

Software Engineer, Growth

September 2021 - December 2021

- Integrated UTM (Urchin Tracking Module) tracking to measure ROI and analyze user conversion and traffic sources.
- Automated the end-to-end class launch process, **reducing launch time by 50%** and enabling non-technical teams to manage releases independently.
- Shipped a 'seasonal classes' feature to align with strategic campaigns, which **increased average subscriber retention by 11%**.

Software Engineer, Core Infra

June 2021 - September 2021

- Built multi-instructor course support to expand class offerings and reach a broader audience.
- Migrated AWS databases and optimized add/delete logic, improving Class Launch Automator usability by 35% and **reducing full course build time by 22%**.
- Developed a bulk admin service for contractors onboarding/offboarding, **cutting manual effort by 60%**.

VOLUNTEER EXPERIENCE

IRVINGTON HIGH SCHOOL

Fremont, CA

Microsoft Teals Volunteer

July 2024 - Present

- Taught AP Computer Science concepts and industry-relevant programming skills to a class of 40+ students.
- Mentored students on coding projects, building problem-solving skills for real-world applications.

EDUCATION

UNIVERSITY OF PENNSYLVANIA

Philadelphia, PA

Master of Science in Engineering, Artificial Intelligence

UNIVERSITY OF CALIFORNIA, DAVIS

Davis, CA

Bachelor of Science, Computer Science

SKILLS

Python, C++, SQL, TypeScript, JavaScript, React, Node.js, Ruby on Rails, HTML, CSS, Docker, Git, Azure, Kubernetes, Redis, Cosmos DB