

# 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

*Software Engineer, Growth*

**San Francisco, CA**

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

*Microsoft Teals Volunteer*

**Fremont, CA**

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

*Master of Science in Engineering, Artificial Intelligence*

**Philadelphia, PA**

### UNIVERSITY OF CALIFORNIA, DAVIS

*Bachelor of Science, Computer Science*

**Davis, CA**

## SKILLS

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