

# SAMARTH SAIRAM

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## Education

University of Texas at Dallas

Master of Science in Computer Science; GPA: 3.45/4.00

Dec 2023

Dallas, Texas, USA

## Work Experience

Salesforce

Software Engineer - AMTS

November 2024 - Present

New York City, New York, USA

- Developed reusable and dynamic frontend components using **ReactJS**, **React Hooks** & **JavaScript (ES6)** improving UI consistency and user experience across Salesforce's enterprise applications.
- Reduced defects by 30% through unit and integration testing with **Jest** and **OPA5**, ensuring high code quality and reliable performance.
- Established real-time monitoring with **Prometheus** and **Grafana**, adding custom alerts and latency tracking.
- Integrated modern frontend tools such as Babel, npm, Webpack, and Storybook into **CRM's development pipeline**, optimizing build processes and ensuring consistent component deployment.
- Implemented **CI/CD** pipelines with **Jenkins**, reducing latency by 63% through automated testing with multi-instance endpoints. detection and debugging processes by 57%
- Optimized and deployed containerized apps on **AWS EKS**, achieving 99.9% uptime and boosted performance by 21%.
- Collaborated in an **agile** environment with stakeholders, architects, and cross-regional teams towards decision making.
- Customized and extended **Agentforce** UI modules to streamline agent workflows, enabling real-time ticket updates and reducing average handling time (AHT) by 18% through seamless integration with backend microservices.

Outlier AI

Software Development Engineer

March 2024 - November 2024

Oakland, California, USA

- Built an LLM-based RFP generator using **GPT-4**, **FAISS**, & **prompt engineering** for automated proposal drafting.
- Engineered a hybrid RAG system with **GPT-4-turbo**, **Gemini**, **FAISS (HNSW)**, and **BM25**, reducing token usage by 45.3% and increasing MRR by 41.8
- Enabled real-time FAISS vector DB refresh via OneDrive Graph delta sync, achieving 300ms latency and maintaining 100% embedding coverage over 3.2M tokens.
- Designed task-specific prompt scaffolds using few-shot and chain-of-thought patterns, cutting hallucinations by 36.1% and improving ROUGE-L by 22.4%.
- Deployed on Azure with **Dockerized Flask services**, **CI/CD via GitHub Actions**, and **App Insights** tracking **BLEU**, latency (p95 less than 1.2s), and ingestion drift.

SAP Labs

Software Development Engineer

Oct 2019 - December 2021

Bengaluru, Karnataka, India

- Engineered highly scalable microservices architecture using Java Spring Boot, achieving a 34% performance boost by integrating **Redis** for caching, optimizing **Tomcat** server configurations, and automated deployments with **Ansible**.
- Architected a NaaS platform with **React**, **TypeScript**, **Redux**, and **Python**, reducing device downtime by 63%.
- Improved deployment efficiency and system stability by containerizing applications with **Docker** and managing deployments using **Kubernetes** for faster rollouts and enhanced reliability.
- Developed APIs and GraphQL endpoints, reducing response times by 27%. Improved deployment speed by 34% using Terraform, AWS CloudFormation, and Ansible for automation
- Developed **RESTful APIs** & **GraphQL** endpoints, reducing response times by 33% through load balancing & caching.
- Boosted system throughput by 45% through performance testing and benchmarking using **JMeter** and **Gatling**.

## Projects

Coding a Multisignature wallet (HTML/CSS, Javascript, web3, Rust, Solidity)

June 2021

– Designed a blockchain project enabling majority voting for secure transaction approval.

Knowledge Representation Paradigm (Prolog, Reactjs, Redux, Nodejs)

April 2022

– Developed a question answering tool about Jason's Deli menu items and general information about the food chain.

Classification of N-gram models (Pytorch, Natural Language Processing)

January 2023

– Built an n-gram classification model with 2000+ words, using smoothing and perplexity for preprocessing.

## Technical Skills

**Programming Languages:** Python, Java, Rust, TypeScript, JavaScript(ES6), C++, SQL, HTML/CSS, PHP

**Developer Tools:** AWS, Google Cloud, Docker, Kubernetes, Jenkins, Prometheus, Grafana, ELK, Redis, CI/CD, Git

**Technologies/Frameworks:** TensorFlow, React, Node.js, Spring Boot, RESTful APIs, GraphQL, Ansible, web3

## Licenses & Certifications

- AWS Certified Solutions Architect - Associate
- Google Cloud Certified - Professional Data Engineer