SARAH KULSOOM

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PROFESSIONAL SUMMARY

Software Engineer with 2+ years of experience contributing to **product development** for **market-scale consumer systems**, with a strong focus on reliability, observability, and system quality. Experienced in working cross-functionally with **designers, engineers, QA, and platform teams** to ship features, resolve ambiguity, and improve end-user experiences using data and technical insights. Deeply product-driven, with strong instincts for **customer experience, problem clarity, prioritization, and experimentation**, and a passion for building delightful, high-quality products.

PROFESSIONAL EXPERIENCE

HP Inc – R&D   BENGALURU, *Feb 2024 – Dec 2025*
Software Engineer

- Contributed to development and maintenance of **HP Smart**, a **market-leading consumer application used by millions of users worldwide** for device setup, scanning, and printer management
- **Diagnosed and fixed 75+ critical production defects** across backend services and application components using log analysis, debugging, and root-cause investigation, directly improving end-user stability and reliability
- Built and enhanced **internal developer and support tools** that improved debugging, diagnostics, and workflow efficiency, resulting in **~10× productivity improvement** for internal teams
- Worked across **.NET and Java backend services and REST APIs**, supporting feature delivery and production workflows for a high-traffic consumer platform
- Led contributions to a **distributed observability Proof of Concept using OpenTelemetry**, improving service traceability and **significantly reducing time-to-debug** for production issues
- Operated within a **security-conscious SDLC** for a large-scale consumer product, following secure coding practices, code reviews, and compliance requirements
- Collaborated with **cross-functional teams (engineering, QA, platform)** in Agile sprints, contributing to prioritization decisions by balancing **user impact, reliability improvements, and delivery velocity**
- Partnered with product managers and engineering leads to **clarify requirements, assess feasibility, and prioritize fixes** and improvements based on user impact and business risk
- Used logs, metrics, and dashboards to analyse system behaviour and support **data-informed decisions** around reliability improvements and incident prevention

CHECKPOINT SYSTEMS
Software Engineer Intern, Full time   BENGALURU*, June 2022 – Mar 2023*

- Built Java-based backend automation tools supporting enterprise retail loss-prevention systems deployed across multiple customer environments
- Automated manual configuration workflows, for **1000+** Json files reducing setup time and operational errors for internal teams by **~40%**
- Worked with SQL datasets and REST APIs to validate and process backend configurations across dozens of deployment scenarios
- Collaborated with QA and senior engineers to debug and stabilize releases, reducing post-deployment issues and improving release confidence.

SLEEKSKY LLC
Frontend developer intern   BENGALURU, *May 2021–July 2021*

- Built and shipped **React-based UI components** for a customer-facing web product used by early-stage users
- Translated **product requirements and design feedback** into responsive, production-ready interfaces
- Improved **UI responsiveness and usability**, reducing visible UI defects and iteration cycles during development
- Collaborated with designers and backend engineers to design and ship user-facing features for a web product
- Translated product requirements, design mock-ups, and user feedback into responsive, production-ready UI components
- Participated in feature iteration cycles, contributing to discussions on usability, interaction design, and visual consistency

EDUCATION

MVJ COLLEGE OF ENGINEERING   BENGALURU
BACHELORS OF ENGINEERING, COMPUTER SCIENCE   *June 2022*

PROJECTS

EVENTUALLY
Product Experiment
- Owned **end-to-end product development** from problem discovery → hypothesis → MVP → success metrics, focused on reducing decision paralysis in knowledge workers
- Designed a **decision-closure flow** converting ambiguous decisions into atomic next actions, addressing **4 cognitive blockers** (fear, information gaps, dependency, overthinking)
- Built a **rules-based intent engine** generating **explainable action nudges in <300ms**, prioritizing transparency and user trust over black-box automation
- Defined **3 core product metrics** (decision-closure rate, time-to-first-action, drop-off points) to evaluate behavioural impact
- Delivered a **production-quality MVP in <72 hours**, intentionally scoped to validate user behaviour before investing in scale.

WhatsApp Business Automation | Full-Stack Project
- Built a **WhatsApp automation system** enabling businesses to programmatically manage customer messages using **webhooks and REST APIs**
- Designed for **reliability and edge-case handling**, including message retries, validation, and secure data processing in asynchronous workflows

CERTIFICATIONS

- Microsoft Azure Fundamentals -AZ 900
- Meta Frontend developer

SKILLS

Languages: Urdu (Native), English (Fluent), Hindi (Proficient), Kannada (Fluent)
Product & Design: Product development lifecycle, Requirement gathering, Problem framing, User journeys, UX/UI collaboration, Design discussions, Experimentation, Prioritization
Engineering: Java, Python, JavaScript, TypeScript, .NET, REST APIs
Frontend: React, HTML, CSS, UX Collaboration
Data & Reliability: SQL, Logging & Observability, OpenTelemetry, Debugging, Root-Cause Analysis
Tools & Process: Git, Azure, CI/CD, Agile, Secure SDLC