

KINJAL SHAH

AI Engineer and Leader

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SUMMARY

Engineering Leader with over 12 years of experience in leading scalable backend and distributed systems. Successfully scaled Agero's roadside assistance platform to handle 1 million+ weekly transactions while maintaining 99.98% uptime, which significantly enhanced user trust and operational efficiency. Expanded engineering teams fourfold, fostering a collaborative environment that aligned with business objectives. Proficient in Python, AWS, API design, and cloud-native architectures, with a strong focus on mentoring future leaders. Brings hands-on leadership to enhance platform reliability, integrate AI solutions, and achieve technical excellence at scale.

EXPERIENCE

Fractional Engineering Leader

August 2014 - Present

Rosendin Electric via MKFS Tech - San Jose, CA

Partnering with Rosendin Electric in their Digital Transformation journey

- Spearheaded transition to touchless, AI-powered invoice processing, increasing automation from 20% to 65% in nine months, significantly boosting operational efficiency.
- Led a team of 5 engineers to capture and implement business user requirements, driving high end-user satisfaction and improved project outcomes through effective collaboration.
- Enhanced data analytics by leveraging Databricks data lakehouse architecture and Power BI, delivering actionable insights that informed strategic decision-making.

Director of Engineering

March 2019 – June 2024

Agero, Inc – Swoop Platform – San Francisco, CA

- Led multiple geographically distributed cross-functional teams to develop, enhance, and maintain Agero's Swoop roadside assistance platform, driving platform reliability and performance.
- Expanded engineering team from 10 to 40+ engineers, supporting a business valued over \$1B and scaling platform to handle 200% year-over-year client and volume growth.
- Architected and scaled a secure, fault-tolerant, auto-scaling roadside assistance platform processing 1M+ transactions weekly with 99.98% uptime, ensuring high availability and customer satisfaction.
- Optimized platform architecture and operations, reducing hardware and SaaS expenses by 35% annually, enabling reinvestment into product innovation.
- Directed the overhaul of the Swoop mobile app, enhancing payment processing, scalability, and security, which increased user adoption by 60% and improved data-driven decision-making through advanced user analytics.
- Established transparent, metrics-driven engineering processes that increased developer productivity and happiness by 40%, accelerating feature delivery cycles.
- Developed and managed product and engineering roadmaps, balancing new feature delivery with technical debt management, improving platform stability and scalability.

Head of Engineering

May 2014– September 2018

Quisk, Inc. – Sunnyvale, CA

- Led engineering team of 42, scaling from 11, through hiring, coaching, and mentoring to enhance productivity and innovation.
- Directed development and launch of a secure, cloud-based, omnichannel mobile payment platform operating on AWS Cloud, supporting over 1 million daily transactions with 99.99% uptime.
- Architected platform integrations with multiple banks across three countries, onboarding 1,000+ merchants and expanding market reach internationally.
- Organized engineering into specialized pillars to accelerate feature delivery and support simultaneous US and international market operations.
- Collaborated with product management, customer service, and business teams to prioritize engineering projects, improving user experience and reducing customer complaints by 40%.
- Implemented technical leadership by providing training paths for engineers and managers in both technical and management tracks, fostering accountability and ownership.

ADDITIONAL PROFESSIONAL EXPERIENCE

Technical Lead + Architect | HP, Inc. - *Palo Alto, CA*
Staff Software Engineer | VISA, INC - *Foster City, CA*
Sr Member of Technical Staff | ModelN - *Redwood City, CA*
Software Engineer IV | Harris Automation - *Sunnyvale, CA*

AGENTIC AI APPLIATIONS

Virtual Realtor

- Collaborated with local realtors to develop a chatbot serving as a virtual realtor, delivering immediate and accurate property information to users through AI-powered interactions.
- Implemented large language model (LLM) judging capabilities and established functional guardrails to ensure chatbot reliability and correctness, enhancing user trust and engagement.
- Integrated web-based property data search and caching mechanisms, accelerating information retrieval and improving user experience.
- Developed administrative features to expand the knowledge base and capture visitor data, supporting continuous improvement and user insights.
- Deployed the application on AWS Cloud infrastructure, leveraging services such as AWS Bedrock, Lambda, CloudFormation, DynamoDB, and CloudFront to ensure scalable, secure, and high-availability performance.
- Utilized advanced AI engineering tools including Agentic AI, Retrieval-Augmented Generation (RAG) with S3 vector store, Strands Agents SDK, Anthropic, and MCP to build a robust AI infrastructure supporting platform capabilities.

AI RAG Application

- Developed an AI application ingesting proprietary data into a Vector Database via Retrieval-Augmented Generation (RAG), improving accuracy in answering complex user queries and supporting data-intensive workflows.
- Designed and implemented an evaluation testing framework to rigorously assess response quality, ensuring reliability and consistent performance of the system.
- Integrated multiple Large Language Models (LLMs) for comprehensive evaluation, enhancing the application's effectiveness and user satisfaction, aligning with AI infrastructure requirements.
- Utilized advanced technologies including RAG, VectorDB, LangChain, OpenAI SDK, and HuggingFace to build a scalable and robust AI platform component, demonstrating expertise in AI engineering and cloud-native system design.

EDUCATION

Master of Business Administration, Santa Clara University, Santa Clara, CA
Master of Science (MS), Software Engineering, San Jose State University, San Jose, CA
Bachelor Of Science (BS), Computer Science, San Jose State University, San Jose, CA

CERTIFICATIONS

Generative AI Fundamentals - Databricks
The Complete Agentic AI Engineering Course - Udemy
Agentic AI Bootcamp - SuperDataScience

TECHNICAL SKILLS

Leadership: Engineering Leadership | Product Development | Cross-functional Collaboration | Team Development
AI Engineering: Context Engineering | Prompt Engineering | LLM Engineering | OpenAI Agents SDK | Strands Agents SDK | LangChain | LangGraph | Amazon Bedrock | Lambda | MCP | Embeddings
Security: Security (PCI | GDPR | ISO27001 | CCPA) Compliance | Secure Coding Standards | Data Security | Identity and Access Management (IAM)
Design: Cloud & Cloud Native Platform Design | Software System Design
Project/Product Management: Agile | Scrum | Kanban | Roadmap & Backlog Management | Budget Planning
Technology: Microservices | GraphQL | ReST Web Services | Blockchain | Elastic Search | Kafka | Python | Java | Spring Boot | Split.io | Log4j | Linux & Apache | Couchbase | **S3** | **Lambda** | **Vector DB**
Cloud: AWS | GCP | Cloud Migration | Multi-Tenant Cloud System | AWS CloudWatch | AWS CloudFront |
DevOps: Monitoring | Developer Tooling | Jenkins | Circle CI | Git Hub | CI/CD | Docker | Kubernetes | MLOps

