Shaunak Tulshibagwale

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WORK EXPERIENCE

Gusto

Engineer, AI Platform   Sep '23 - Present

- Established Gusto's first AI team and led development of V0 of Gus, Gusto's AI Assistant, while reporting directly to the CTO. Partered with Designers and PM's to deliver native RAG chat functionality in-app, and created team rituals and resources.
- Developed an AI powered self serve help page in Gusto's contact us flow resulting in a 20% reduction in customer experience (CX) touchpoints, and a projected $2M increase in ARR. Built with React, Ruby on Rails, and Python
- Launched rapid follow up experiments to enhance the AI self-service experience while meeting user needs as shared by a PM, Customer Education, and company leadership while maintaining a high bar for accessibility. Monitored launches using Datadog, Amplitude, and Fullstory
- Facilitated the integration of LLMs with internal data by developing a tool that utilized zero data retention APIs.

Full Stack Engineer, Help Foundation   Jul '22 - Sep '23

- Refactored Gusto's contact us flow to be accessible anywhere in-app, instead of on a single help page
- Reduced CX touchpoints by building a channel recommendation system, working with Design and Product to ensure a smooth launch and high accessibility standards
- Reduced tech debt from team-owned files by leading a conversion effort of over 230 Javscript files to Typescript in accordance with Org-wide goals

Intern, Growth Foundation   May '21 - Aug '21

- Created the Gusto Analytics Browser Extension, empowering Engineering, Product and Design teams to analyze page instrumentation in real time. This extension was highly adopted across the company, with 200+ active users at time of writing.
- Collaborated with the design and security teams to ensure usability and mitigate vulnerabilities.
- Got approval and maintained the extension on the chrome web store, while versioning/adding new features based on user's feedback

Zanbato

Full Stack Intern   Jan '21 - Apr '21

- Worked with product and engineering team to translate broker needs into features
- Refactored code to address technical debt or improve API performance
- Created an interactive marketplace analytics chart using CSS, React, Redux, Python, and django.

UBC

CS 210 Software Construction - TA   Aug '19 - Apr '20

- Taught students concepts such as debugging, TDD, design patterns, OOP, and other softwanre engineering fundamentals in Java. Graded student labs, term projects, and midterms

Co-Director, UBC A Cappella   Aug '21 - Apr '22

- Musical Direction for a team of 20 singers. Led rehearsals, organized gigs, and arranged A Cappella music. Worked with other executives to manage concert and club logistics for 200+ performing members.

EDUCATION

BSc in Computer Science, University of British Columbia   Aug '18 - Nov '22

Notable courses include: Distributed Systems, Definition of Programming Languages, Machine Learning and Data Mining, Advanced Software Engineering, Multi Variable Calculus, Computer Hardware and Operating Systems