SHIVAM KRISHANA

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Jammu, J&K, India

Software Engineer looking to transition into product roles, eager to learn how ideas turn into real products and how technology can solve everyday problems. I bring technical skills and genuine curiosity about understanding users and building products that make a difference.

EXPERIENCE

Associate Software Development Engineer　　Jul 2024 - Present
Autodesk - Engineering Collaboration Services　　Bengaluru (Hybrid)

- Conducted 25 user interviews to capture user pain points, mapped end-to-end journeys, and created personas to guide improvements.
- Designed and executed a POC to identify open Jira projects using APIs and currently working on implementing an end-to-end solution to restrict these projects — including project planning, story creation, and coordination with management on status updates.
- Contributed to the retirement of redundant plugins and applications, saving up to $100,000 annually in infrastructure and licensing costs.
- Worked on application bundles that extend the functionality of collaboration tools, authored UAT documentation and supported in project onboarding, provided L3 support to users, effectively handling escalations and ensuring timely resolution.
- Extracted Jira production data for the FY25 R&D Tax Credit audit, enabling tax savings close to a million dollars.
- Built automations to integrate collaboration systems (Jira/Wiki) with the internal data hub, enabling internal users to access their data with greater ease and efficiency.
- Supported the migration of Confluence from on-premises LDAP to Azure AD.
- Successfully executed POCs to classify data stored in Confluence and to scan for sensitive information (e.g., secrets, PII).
- Contributed to a POC for identifying and deleting vulnerable attachments stored in collaboration platforms, ensuring 100% accuracy in detection.

Data Analyst Intern　　Jan - Jun 2024
Autodesk - Engineering Systems Services　　Bengaluru (On-site)

- User Behavior Analysis for Jira – Researched and analyzed Jira user/system activity from access and audit logs, building automated Power BI dashboards that enabled managers to make data-driven adoption decisions and ensuring 100% of issues were identified for remediation.
- License & Usage Analytics – Automated license tracking and developed dashboards (onboarding, usage, and demand forecasting), giving managers clear visibility into utilization and enabling accurate estimation of additional licenses required across Jira, JSM, and Stoplight.

Research Intern　　Dec 2022 - Mar 2023
International Collaboration　　Remote

- Umeå University – Analysis of spatiotemporal data using time series forecasting models to predict urban anomalies, implementing Moving Block Bootstrap + Holt-Winters methods, presented at IEEE Big Data 2023.
- Dongguk University – PCOS detection using ensemble of ML models, achieving 84.3% accuracy in healthcare AI diagnosis, presented at MoSICom-2023.

SKILLS

Core: User Research, Analytics, User Personas, Journey Mapping, KPI Tracking & Reporting, Roadmapping, Presentation & Storytelling, Usability Testing, User Acceptance Testing, Lean, Agile Methodologies (Scrum/Kanban), MVP, Wireframes

Software Development: Python, REST APIs, Databases, Version Control with Git, AWS Cloud, AI Fundamentals, API Testing, CI/CD

Data & Analytics: Dashboarding, Analytics, SQL, Statistics, Data Visualization Libraries (Numpy, Pandas)

Tools: Atlassian Service Suite (Jira, Confluence), Splunk, Dynatrace, Snowflake, Stoplight, Mural, HC-Vault

EDUCATION

B.Tech Computer Science & Engineering | NIT Srinagar　　**CGPA: 9.64/10** | 2020-2024

- Graduated in the top 5% of class; served as Departmental Undergraduate Committee Student Representative.
- Undergraduate student researcher with publications: Presented a paper at MAiTRI 2023 and published a paper in Computational Intelligence journal.

VOLUNTEERING

- Member, Employee Resource Groups at Autodesk (Asian Network, MIND Network, Pride Network, Young Professional Network) – Active participant in diversity and inclusion initiatives.
- Member, Ek Bharat Shreshtha Bharat (EBSB) Cell, NIT Srinagar – Helped in organization of various discussions and cultural events.
- Member, Agri-robotics Workshop Organization Committee, NIT Srinagar – Helped organize the workshop, the first of its kind in Kashmir valley, and conducted a hands-on session on basics of ML for students of first year and government institutions.