

Shubhi Srivastava

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EXPERIENCE

Software Development Engineer II

March 2022 – July 2024

Atlassian India LLP

Bangalore, India

- Spearheaded the brand customization logic (UI + backend) for CompassOps based on tenant subscription tiers within JSM, enabling Compass to offer integrated Ops capabilities to eligible tenants. (Part of a cross-product launch initiative, ensuring visual consistency and access control across platforms.)
- Enhanced incident communication by developing a first-party Statuspage integration within Jira Service Management, driving a 5% increase in JSM adoption in the first month.
- Modernized legacy UI features (PagerDuty integration, Authentication Rules) by migrating Ruby ERB templates to a modern React SPA, improving maintainability, and UI responsiveness by 18%.
- Advanced accessibility by implementing WCAG-compliant enhancements across Statuspage, fixing 100+ A11y issues within Statuspage, expanding usability for diverse users.
- Collaborated with UX and engineering teams to define the UI/UX strategy for Statuspage's JSM and Jira integrations, resulting in better alignment with user expectations and product-market fit.

Software Developer

July 2020 – March 2022

Atlassian India LLP

Bangalore, India

- Improved JSM incident creation SLOs from 95% to 99% and resolved 200+ full stack security vulnerabilities, enhancing platform reliability at scale.
- Improved Opsgenie Incident Management user experience by partnering with the team architect on code quality and usability reviews.
- Helped establish scalable UX and technical foundations for JSM, Statuspage, and Opsgenie as a core seed team member.
- Spearheaded the JSM-Slack Incident management integration to enable real-time incident creation and updation from within Slack, boosting JSM adoption by 15% post-launch.
- Reduced frontend tech debt by 15% through component refactoring and state management optimization, leading to more stable and scalable UIs across tools.

PROJECTS

- Developed a real-time marine vessel tracker webapp designed for partners of Merchant Navy crew, using WebSocket-style real time updates and automated ship data extraction using web scraping. (React.js, Puppeteer, Axios, Tailwind CSS, JavaScript). [View project](#)
- Built an interactive visual explorer to simulate data mesh architectures using drag-and-drop domains and contract-aware nodes. (React.js, ReactFlow, Tailwind CSS, TypeScript). [View project](#)

ACHIEVEMENTS

- Awarded 2nd place in the org-wide innovation week, for building an automation tool MVP to provide AI powered suggestions for linking JSM incidents to the appropriate Statuspage.
- Recognized as a top performer by winning the company-wide CTF competition (top 1% globally).

TECHNICAL SKILLS

Languages: Java, JavaScript, HTML+CSS, TypeScript, Ruby, GraphQL

Libraries and Frameworks: React.js, Next.js, TailwindCSS, SpringBoot

Cloud Platforms: AWS (working knowledge of DynamoDB, CloudWatch, SQS, SNS)

UX Design + Collaboration: Figma, Framer, Miro, Trello, Confluence, Jira

EDUCATION

Motilal Nehru National Institute of Technology

Allahabad, India

Bachelor of Technology, Electrical Engineering (CGPA: 7.79/10)

Aug. 2016 – May 2020