

NEEL JITESH SHAH

| (949) 678 2052 | neeljs@uci.edu | [LinkedIn](#) | [Portfolio](#) | [GitHub](#) |

Education

University of California, Irvine | Masters of Computer Software Engineering **GPA: 3.9**
Coursework: Applied Algorithms, Testing & Debugging, Neural Networks, Cloud & Software Security Sep 23 - Dec 24

University of Mumbai | Bachelors of Technology in Information Technology **GPA: 3.74**
Coursework: Operating Systems, Advanced Databases, Distributed Cloud Computing July 18 - May 21

Professional Experience

Helpshift Technologies, India | Software Engineer July 21 - Aug 23

- Automated account onboarding process to set up templates using Java, Spring Boot and AWS MSK (Kafka); leveraged Redis cache to rollback features during failure, saving **8 hours** of manual effort per week
- Achieved **28%** reduction in Support page load time by employing Webpack code chunking techniques
- Improved SDK performance by **20%** with lazy loading of images in JavaScript middleware event loop
- Decoupled frontend micro service from monolith with Git, slashing deployment time to **80%** by avoiding flaky backend tests; implemented CI/CD with Jenkins and AWS EC2 for new repository
- Enhanced chatbot issue resolution by implementing a guided user experience using React with Typescript, Redux for state management, and Cypress for smoke tests. Achieved a **40%** increase in automatic issue resolution rates
- Shipped automated Grafana statusboard with Kafka and Spring boot to track custom engineering metrics for dashboard SLO

Locobuzz, India | Software Engineer Intern Jan 21 - June 21

- Extracted and processed **20 GB** of daily social media data from MySQL and other upstream pipelines with Spring Boot, designed a social media insights dashboard implemented with Vue and ChartJS
- Managed influencer campaigns across **6** social media platforms using custom REST endpoints; Also created cron jobs for systematic report generation and email distribution

Projects

Container based Cloud Hosting Platform - Velocity Feb 24 - Mar 24

- Orchestrated an API server to feed the GitHub repository's URL and project id in AWS ECS cluster task to spin a container
- Developed a Docker image on AWS ECR to clone, build, and push static files from GitHub repository to AWS S3
- Established a reverse proxy to route subdomains to corresponding static assets within an S3 bucket
- Utilized the Aiven Redis pipeline to publish logs from image and subscribe them via a socket stream from the API server

HackShift (Helpshift's Hackathon) June 23 - July 23

- Addressed client feedback by crafting a dashboard using React and Ant Design to understand sequence of Issue automations
- Conducted beta testing with **4** high volume clients combined accounting for over **50%** traffic on automations
- Utilized JWT with Cookies to secure APIs and Vercel to deploy; Was **runner-up** for **2-month** long hackathon

QueueXpert Aug 22 - Sep 22

- Developed Virtual Queue for an event with **AWS lambda** functions and **DynamoDB** for details of **700+** attendees
- Created **React Native** app with QR-based ID for attendees and SMS reminders for events using **Twilio**

Placement Navigator Oct 20 - Mar 21

- Created an end-to-end solution for college placement management activities using Java, Spring Boot, and MySQL
- Reduced manual efforts of the placement team by **70%** and enabled students to prepare and apply for relevant postings.
- Incorporated location services to provide user location tracking and Material Design components for dashboard

Skills

Languages / Frameworks: Java (Spring Boot), JavaScript, Node, TypeScript (React, Express, Vue, Redux, ChartJS), Databases (MySQL, PostgreSQL, MySQL)

Cloud Services: Redis, Kafka, AWS (MSK, ECR, EC2, S3, ECS, Lambda, DynamoDB), Vercel, Heroku

Other Technologies: Docker, Jenkins, Git, Github, Kubernetes, Postman, Grafana, Kibana, Jira, CI/CD, Webpack, Twilio, REST, JWT