

Walstan Baptista

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Software Engineer with 3+ years of experience building cloud-native distributed systems, AI-driven workflows, and resilient microservices at scale. Proven track record in optimizing reliability (500+ global deployments), accelerating developer velocity, and applying AI/ML to improve customer-facing experiences.

EXPERIENCE

Apple – Austin, TX

November 2023 – Present

Software Engineer

- Collaborates cross-functionally with product and business teams to improve systems powering Apple Store sales.
- Designs resilient service integration workflows with fallback mechanisms ensuring consistent recommendation delivery; deployed globally to 500+ Apple Stores.
- Architected an AI device recommendation workflow based on customer data with Redis caching, standardizing quotes and reducing manual configuration effort cutting quoting time by 53% (p95 from ~15 mins to <8 mins).
- Improves checkout resiliency by introducing idempotency, retry back-offs, and circuit-breaker patterns, eliminating recurring failure modes during peak traffic and high-throughput NPI events.
- Prototyped an internal RAG service with LangChain, FAISS vector DB, and hybrid BM25+embedding retrieval, cutting doc search time by 60% and supporting 500+ concurrent queries.
- Introduced agent-facing SHAP-like explainability, empowering 50K+ agents with clear device comparisons.
- Led bug-fix and refactor sprints across legacy code reducing Sonar maintainability and reliability issues; expanded JUnit5/Test containers coverage and replaced brittle utilities to stabilize error budgets.
- Refactored 100+ legacy modules, increasing test coverage by ~30% using Roo Code and MCP servers.
- Partners with Retail and Security on SLIs/SLOs, capacity planning, and failure drills, improving readiness and reducing high-severity incidents.

Resilient Tech – Vadodara, IN

May 2020 – August 2021

Full Stack Software Engineer

- Developed 35+ ERPNext integrations (payments, CRM, accounting) using REST/webhooks with idempotent writes and validation, improving sync reliability and client SLAs.
- Established CI/CD in GitHub Actions with test gates, image hardening, SBOMs, and environment promotion to cut time-to-production by ~40% while raising deployment assurance.
- Built ETL jobs and dashboards; tuned PostgreSQL background workers to cut query latency and reduce support tickets.
- Delivered customer-facing microservices and admin UIs (Python/JS) for invoicing, reporting, and access control, improving onboarding and daily operations.
- Contributed to 60+ upstream open-source PRs to Frappe/ERPNext and resolved 80+ issues, upstreaming compatibility patches to stabilize upgrades and dependencies.
- Enhanced reliability with caching strategies, bulk APIs, and rate limits; implemented canaries and health checks to increase throughput and reduce timeouts by ~35%.

Software Engineer Intern

January 2020 – May 2020

- Partnered with business and engineering teams globally to conceptualize, engineer, and deploy over 15 customized applications and modules leveraging Python, Frappe, and JavaScript.
- Authored integration tests around critical flows to raise confidence in monthly releases and reduce regression risk.
- Refactored 25+ forms & dashboards using the metadata-driven Python/JavaScript Frappe Framework and Frappe UI (Vue 3-Tailwind), integrating custom JavaScript enhancements to boost usability, data access, and decision making.

SKILLS

Programming & Scripting: Python, Java, JavaScript, C/ C++, HTML, CSS/Sass, Bash, YAML.

Frameworks: Java Gradle Microservice Architecture, Django, FastAPI, ROS, Vue.js, React, Node.js

ML & AI: PyTorch, scikit-learn, TensorFlow, LangChain, RAG pipelines, Roo Code & MCP.

DevOps & MLOps: Docker, Kubernetes, GH Actions, MLflow, Jenkins, CI/CD, Model deployment and monitoring.

Cloud & Data: GCP (Compute Engine, Vertex AI), AWS (EC2, Lambda), PostgreSQL, MongoDB, Oracle, Redis, Celery.

Tools & IDEs: Git, Selenium, Pandas, Sonar, Splunk, Postman, Prometheus, Grafana, Linux, IntelliJ, Cursor, Windsurf.

Certifications: Google Cloud Platform 5 Course Specialization: [Architecting with Google Compute Engine](#).

EDUCATION

Arizona State University, Master of Science – Artificial Intelligence and Autonomous Systems

Tempe, AZ

School of Computing & Augmented Intelligence (SCAI)

Gujarat Technological University, Bachelor of Engineering in Computer Science & Engineering

Vadodara, IN

Institute of Technology BITS Edu Campus