

YATHARTH GARG

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EXPERIENCE

Senior Principal Software Engineer – *Manhattan Associates (Atlanta, GA)*

Jan 2025 – Present

- Mentored junior engineers through code reviews, pair programming, and knowledge-sharing sessions, accelerating onboarding while enhancing team productivity and code quality by guiding them in mastering TypeScript/JavaScript and REST API integrations.
- Developed a **Generative AI solution** integrated with **Large Language Models (LLMs)** for all Manhattan Active clients, increasing customer service rep efficiency by 30% and reducing average response time by 40%.
- Designed and implemented **automation scripts and intuitive UI** solutions using Python and Java Script to resolve payment issues related to CyberSource and PayPal, enabling clients to recover over \$3 mil in lost revenue.
- Implemented **GCP-based asynchronous processing** using Cloud Functions, Pub/Sub, and Dataflow to efficiently handle and process large messages during peak traffic, optimizing system performance and reducing message processing time by 50%.

Principal Software Engineer – *Manhattan Associates (Atlanta, GA)*

Mar 2022 – Jan 2025

- Developing customizations that optimize business functionalities for multiple clients using **Python and Java** such as but not limited to **Under Armour, Shoe Carnival, and Five Below**. Streamlined order, payment and shipment processing workflows, reducing issue resolution time by 70% and enhance client satisfaction.
- Executed integration projects between the Manhattan product and third-party vendors, generating ~\$30K/month in revenue and enhancing our **SaaS product's scalability**, flexibility, and customer retention through seamless API integrations.
- Engineered custom extensions using **REST APIs** and built dynamic UI enhancements with **TypeScript/JavaScript** for point-of-sale clients, expanding MAO feature adoption by 25% and optimized base product performance, while leveraging **Kibana** and **Grafana** for real-time monitoring, reducing high-severity incidents by 40% through proactive issue mitigation.

NLP Data Scientist – *Verizon (Dallas, TX)*

Jul 2019 – Mar 2022

- Developed machine learning models using **Python and TensorFlow** to predict the probability of email escalation, reducing email processing time by upper management by 35% and improving response efficiency
- Collected and analyzed millions of customers' email data using **Tableau** to identify patterns among the features and predicted escalation probability and reduced the false positives by 80% to minimize the workload for the business team.
- Built a structured data-logging system using **Kafka and Kibana** to monitor data drift, enabling real-time insights and reducing system anomalies by 25%. Managed and tracked project portfolios using Agile methodologies in **Confluence, Jira, and GitLab**, increasing team productivity and project visibility.

Data Scientist – *Acequare (Gurgaon, India)*

Aug 2015 – Dec 2016

- Designed and built machine learning classification models using **Python** to predict the application user type (new, frequent, sporadic) to provide them with reasonable deals and benefits based on user preferences and increase company growth.
- Optimized data processing by partitioning terabytes of data using **Hive**, reducing computational power usage by nearly 90%, significantly speeding up data analysis and improving the efficiency of visualizations on **Tableau**.
- Developed and implemented ensemble learning methods, improving model performance by 10%, while collaborating with software engineers to deploy the project on Python Flask, ensuring seamless integration and efficient model delivery.

EDUCATION

MS in Computer Science – *University of Texas at Arlington.*
Specialized in Machine Learning

Jan 2017 - Dec 2018

B. Tech in Computer Science – *ITM University*
Minor in Data Science and Economics

Jul 2012 - May 2016

SKILLS

- **Programming Languages** - Python (NumPy, Pandas, SciPy, Scikit-Learn), Java, C++, SQL, Python Flask, TypeScript, JavaScript
- **Deep Learning Frameworks and Cloud Technologies** - LLMs, TensorFlow, PyTorch, Amazon Web Services (AWS), Google Cloud
- **Environments and OS** - CI/CD (Jenkins), Windows, UNIX, LINUX, Agile Methodology