

Shubham Tiwari

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EXPERIENCE

Microsoft

May 2024 – Present

Software Engineer

Noida, India

- Designed and shipped **Impact Analysis** and **What-If Simulation** features for the Disruption Mitigation Agent in Dynamics 365 F&O, enabling proactive risk modeling for **12,000+ enterprise tenants** with temp-table-based sandbox data ensuring production safety.
- Built and scaled an **AI-driven bug automation system** with a multi-agent orchestrator and **7 specialized microservices** (ranking, impact analysis, sentiment extraction, Playwright-based reproduction, engineer assignment, PR generation via GitHub Copilot, and format cleanup), processing **40 bugs/min** and reducing resolution time by **60–70%**.
- Owned end-to-end delivery of the **Repair Item** feature, integrating backend APIs with UI to resolve a long-standing customer pain point, reducing escalations by **~35%** and improving order lifecycle reliability.
- Engineered a **governance learning system** with autonomous feedback loops, Redis-backed ranking cache (5-min TTL), and ADO/Teams/Outlook MCP integrations—reducing manual triage by **~70%** across 3 onboarded teams, freeing engineers to focus on feature work.
- Delivered customer-critical fixes for **Intercompany Product Receipt** defects and **Landed Cost** PPV bugs; replaced data methods with pre-computed views, mitigated **7+ IcMs** and **S500 backports** impacting **~500 global enterprise customers** with zero regression.
- Mentored **2 junior engineers**, drove code reviews and technical design decisions, authored Microsoft Learn documentation, and led RCA investigations for flight-blocked releases.

Salesforce

Aug 2023 – Apr 2024

Associate Technical Support Engineer

Bangalore, India

- Resolved **100+ production issues** across Apex, SOQL, and OmniStudio by performing root-cause analysis and debugging distributed workflows in enterprise SaaS systems.
- Collaborated with engineering teams to reduce ticket backlog by **15%** and improve resolution efficiency by **~20%** through technical documentation and workflow optimizations.

PROJECTS

Autonomous AI Trading & HFT Engine | *Python, FastAPI, WebSockets, React, Redis, Protobuf*

2025

- Engineered a real-time derivatives trading platform with an async market data pipeline aggregating tick-level data into OHLC candles via WebSocket streaming with **~250ms latency** and Protobuf serialization.
- Designed **6 specialized ML models** with online calibration and drift detection; built a risk engine enforcing per-trade (**1% equity**) and daily drawdown (**3%**) limits, validated across **1,200+ backtesting sessions**.

HirePilot — AI Job Automation Platform | *Next.js, FastAPI, Celery, Redis, PostgreSQL, Playwright, Docker*

2026

- Built a distributed job automation system scraping **1,500+ listings/day** from LinkedIn, Indeed, and Naukri with deduplication, normalized pipelines, and **4 specialized Celery queues** backed by Redis broker and dead-letter handling.
- Implemented **GPT-4 powered resume tailoring** per job description with LaTeX-based version control, match scoring, and a Playwright-based auto-fill engine with human-like delays and CAPTCHA detection.

TECHNICAL SKILLS

Languages: C/C++, Python, Java, JavaScript, X++, SQL

Backend & Systems: FastAPI, Node.js, Celery, Redis, Distributed Systems, Microservices, WebSockets, CI/CD

Databases: PostgreSQL, MySQL, MongoDB, Redis

AI/ML & Tools: Azure OpenAI, PyTorch, LLM Orchestration, Docker, Kubernetes, Playwright, Git, Azure DevOps

EDUCATION

Graphic Era Hill University

Dehradun

B.Tech in Computer Science and Engineering

2019 – 2023

ACHIEVEMENTS

LeetCode: Solved **850+ problems** with a contest rating of **1800+**. | **Hackathon:** Won internal Microsoft hackathon for AI bug automation system, adopted across 3 teams.