Shivam Jand — B. Tech - CSE

Education

Year	Qualification	Institute	CGPA/ %
2020	B.Tech. (CSE)	PEC (Deemed to be University)	7.9/10
2016	XII, CBSE	SGGS, Chandigarh	89.60
2014	X, CBSE	AKSIPS, Chandigarh	10

- Secured **top 1% rank amongst 12 Lakh students** in prestigious JEE Advanced examination *2016*
- Scored an **All India percentile score of 99.59%** in JEE Mains examination *2016*
- Awarded **Certificate of Merit** by CBSE for **Perfect 10 CGPA** in Class X Board Examination *2014*

Technical Skills

Key Courses	Acquired essential learnings in **Data Structures, Algorithm Design** and **Analysis**, OOPs, Operating Systems, DBMS, Computer Networks, **Microservices, System Design, Low Level Design**
Programming	Proficient in Java, Kotlin, C++, C, Python, SQL, Hive, Shell Script
OS and Software Tools	MacOS, Linux (Ubuntu), Cursor, IntelliJ, Eclipse, Proteus ISIS, emu8086, PuTTY

Job Experience

Senior Software Engineer II – Ixigo
Feb 2024 – Present

- **Decreased Integration Effort** of integrating new Providers by **70% (**from **40 days to 10 days)** by **developing** a **standardized** and **tested AI workflow** using multiple Generative AI **LLM** models including **Claude, Gemini, Deepseek, ChatGPT** amongst others
- Named in **honourable mentions** in **Ixi-Hackweek** for developing **InteGeniusX** - Application developed using **MCP tools** to help the Product Team reduce effort for integrating new Providers
- Clarified, corrected **functional expectations** and **delivered my first code** within **10 days** of **joining**

Software Development Engineer II – Expedia Group
Jul 2022 – Dec 2024

- Migrated an existing service from Amazon **AWS ECS** to **EG's internal RCP infrastructure** built on **Kubernetes**, optimizing for **performance** and **scalability**
- **Led** a team of **2 developers** to create an **OMS-wide** Observability Guide, achieving **99.99% SLOs** and **reducing** trips service **pager alerts count by 70%,** from **170 to 50**
- **Identified** and **Resolved** an internal bug within **Spring Cloud Gateway** framework while troubleshooting **Ambiguous Circuit Breaker** behaviour
- **Resolved** and **Deployed** a **Breaking Kubernetes Duplicate Port bug** with **zero production impact**, collaborating with **cross-functional teams** to **resolve bugs** identified as a result of **thorough testing**
- Collaborated with teams to create a **Detailed State Diagram** of OMS and its downstream interactions with **Reservation**, **Payments** and **Checkout** focussing on both **Booking** and **Post-Booking flows**
- Created an **Extensive Document** to **Standardize** alert monitoring and **Response Actions** for on-call responsibilities, enhancing **Preparedness** for ongoing on-call duties for Trips
- Established **Service Success** and **Performance Metrics** now used in **Weekly** OMS Operations Review
- Enhanced internal **Slack Bot** used for **debugging** by adding a **new feature** to retrieve **Trips** data
- Improved the **Test Coverage** of an internal **ODRS** application from **58% to 85%**

Software Engineer – CaaStle Technologies (US Based Firm)
Jul 2020 – May 2022

- Part of **Store-Front Services Team** that owns the **design and development** of various web services
- **Designed** and **Developed** end to end functionality for a **2-step customer Email Update** feature
- Explored **integration of backend services** with third party **Payment Gateways** (Stripe and Braintree)
- Developed microservices (CRUD) in **Spring Boot** framework and **Implemented/Improved legacy ReST Microservices** customized to business requirements

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- Reduced runtime of many legacy jobs with a factor of around **60%** by using **Multithreading** in **Java**
- Analysed **Heap Dump** to investigate **Memory Leaks** in jobs using tools like **Eclipse MAT**
- **Implemented** creation of **Test Users** using the concept of **Daemon Threads**
- Worked on **Webhook Processing** (fast processing API's) with **Idempotency** to send various types of **Emails** to customers along with other functionalities
- **Designed** and **Developed** various backend components while maintaining **Backward Compatibility**
- Utilised **Google Event** architecture to perform **sending email** functionality

Internship

Risk Capabilities Intern – American Express *Jan 2019 – June 2019*
- Undertook **three different projects** leveraging **Big Data, Hadoop, Python, Hive, SQL** technologies
- Developed a utility to **automate Handbook Generation process**, reducing developer's effort by **2 days**
- Designed end to end workflows to **identify process improvements** in Bureau Reporting & Inquiry
- **Appreciated at VP and Director level** for successful implementation of RLens Utility

Certification

ISB Business Advantage Certification *Sept 2019 – Nov 2019*
- Awarded **Distinction Award (amongst top 5 students in the course)** for exhibiting excellence during ISB's Business Advantage Certification
- The intensive 3-month course is designed to **equip students with core business competency skills** that will give them an advantage in their career
- **Awarded scholarship** for demonstrating exceptional leadership skills

Coding Ninjas - C++ Foundation with Data Structures *Sept 2019 – Nov 2019*
- Ranked **2nd amongst 40 students** for Coding Ninja's programming course

Projects

Stock Price Predictor (Minor Project) *Aug 2018 – Dec 2018*
- Analysed performance of **various ML models using Weka**, and consequently shortlisted 4 algorithms
- Built the stock price predictor prototype using **Machine Learning models - Random Forest, Naive Bayes, SVR and Linear Regression**
- Used PYTHON libraries - *Pandas, NumPy, Matplotlib and SKLearn* to train algorithms and plot predictions
- Achieved **accuracy up to 96% and RMS error of up to 5%** on training data with historical stock prices

Ground Water Management - Smart City Solution *Jan 2018 – Aug 2018*
- Selected amongst top **40 students (out of 250)** and collaborated with CISCO & Chd. Administration
- Ideated and developed a **Web based UI to display Ground Water levels** in various parts of the city using Cisco's Devnet Platform, PYTHON libraries (FLASK framework) and GOOGLE's Heat-Map API
- Presented the Devnet Platform implementation to an **audience of 300 students**

Resource Sharing Platform *Jan 2018 – May 2018*
- Designed an end to end Resource Sharing Platform to facilitate **Intra-University file sharing**
- Developed front end using PYTHON's FLASK framework and backend using MySQL database
- Used **PEC's data distribution framework** for better management of data amongst peers