808 W San Carlos St. Unit 569
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# SHASHANK GARG

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## SUMMARY

Product minded engineer with 12+ years of experience. Founding engineer, spent 7+ years building award winning* zero-to-one fintech products at a remote-first SF based startup with a successful ($200M) exit. Currently building ML/AI based products for fintech innovation under U.S. Bank.

## WORK EXPERIENCE

Data & AI Lead (Senior Engineering Manager) **Travelbank (a U.S. Bank subsidiary), SF,** Jul 2022 - Present
- Hands-on leader, driving AI/ML product development using traditional ML/Data Science and Generative AI.
- Oversee technical architecture, ML infrastructure, and system performance.
- Ownership of the primary customer-facing Reporting product.
- Develop metrics for measuring engineering team performance and increasing efficiency.
- Championing various learning and software ops programs across the engineering department.
- Help showcase the team's fintech ML work to a larger audience across the organization.

Engineering Manager, **Travelbank, San Francisco,** Feb 2020 - Jun 2022
- Leading a team of full-stack engineers working on the core product & ML.
- Working with cross-functional teams including external stakeholders and technology partners.
- Planning and managing feature development, closely working with Product and Sales team.
- Review architecture and software design.
- Focus on developer productivity and onboarding.
- Working with existing team members for career growth and hiring new team members.
- * #1 Travel product in US News & World report in 2023 - Link Screenshot

Senior Software Engineer, **Travelbank, San Francisco,** Nov 2016 - Feb 2020, **#2 Backend Engineer**
- Architecting, scaling, and developing the core product APIs (Node/Typescript/loopback) leveraging a microservices architecture.
- Designed and developed the core travel product from scratch. ScrumMaster/Team Lead for the cross-functional team of 15 members on average.
- Extensive work on integrations and third-party technology vendor/service management.

Software Engineer, **Symantec, Mountain View**, Jun 2014 – Nov 2016
- Developed a global Real User Monitoring (RUM) tool for Symantec, handling one million daily records. Used Node, Angular, and MongoDB in a private cloud for e-business websites, with Node.js as backend API.
- Developed a real-time price tracker from an e-commerce website.
- Implemented automated response status monitoring for 100,000+ pages on group websites using BFS and Python scripting.
- Developed web components for CMS and a framework to draw graphs and charts based on JSON feed.

Teaching Assistant, **San Jose State University**, Jan 2014 – May 2014
- TA for two courses - Advanced Database Management Systems (BS - CS) & NoSQL Databases (MIS)

Software Engineer, **Tata Consultancy Service Ltd., Delhi**, Dec 2009 – Jul 2013
- Developed middleware services.

- Scaled application to be used by around 15000 users by rearchitecting the Frontend and using two distributed servers reducing the outages by 95%.
- Setup messaging infrastructure to communicate with legacy mainframes.
- Worked on feature development, lead engineer in a team of 5.

Co-Founder, **Markovation Services**, New Delhi, Jun 2009 – Dec 2009

- Led a service business that provides free photocopies to students subsidized by ads on the back of the paper

Student Developer, **Information Centre**, **JSSATEN, Delhi**, Jan 2007 – Jul 2009

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| **Programming Languages** | NodeJS, Typescript, Python, Object-Oriented JavaScript, Java |
| **Frontend** | React, Ember |
| **Databases** | MongoDB, Redis, Postgres, MySQL, Redshift, Vector |
| **Tools/Frameworks** | Sagemaker, Express, Loopback, Git,, RabbitMQ, AEM(CMS) |
| **Others** | Distributed Systems, Microservices, REST APIs, Software Design, Machine Learning, Jenkins, Kubernetes, AWS, LLM |

## EDUCATION

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|---|---|---|---|---|
| M.S. | Software Engineering | San Jose State University | 3.97/4 | 2013-2015 |
| B.S. | Computer Science | Gautam Buddha Technical U, New Delhi Area | 3.3/4 | 2005-2009 |