

SHASHANK GARG

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SUMMARY

Engineering Leader with experience launching and scaling fintech platforms, building and leading high-performing product-engineering teams. Currently building AI/ML solutions in production environments. Proven track record as a founding engineer, team builder, and product-minded technologist. Passionate about zero-to-one execution, architecture at scale, and aligning engineering with business strategy in fast-paced startup environments.

- Built full-stack core products and data products used by 5,000+ enterprise users.
- Grew Data & AI team to 3 cross-functional pods delivering fintech ML features at scale.
- Launched 2 zero-to-one fintech products with enterprise integrations and robust APIs.
- Recognized for building the #1-rated expense & travel product (US News & World Report, 2023).

EXPERIENCE

Head of Data & AI (Sr. Engineering Manager) | TravelBank, San Francisco | Mar 2025 – Present

- Leading Data & AI strategy, delivering GenAI and traditional ML-based features in a regulated financial environment.
- Ownership of architecture and execution of analytics platform used by 5,000+ enterprise clients.
- Built and managed a team of 12+ engineers across 3 pods (data, ML, infra).
- Evangelized internal ML work through demos, leadership presentations, and company forums for wider adoption, part of the 200-person AI guild.

Sr. Engineering Manager – Product Development | Etip (Series A Fintech, Remote) | Apr 2024 – Mar 2025

- Led engineering roadmap, architecture, and drove engineering metrics and efficiency.
- Rebuilt core money management backend services and infrastructure for scale.
- Worked directly with founders and external stakeholders to align product vision and delivery.
- Hired and mentored 6 engineers; built feedback and performance loops into early-stage culture.

Founding Engineer | JourneyGen AI, Pre-Launch (SF, Remote) | Apr 2024 - Jan 2025

- Built an agentic AI travel booking platform. Launched SMS-based AI agent to purchase live flight bookings end-to-end using text & Slack

Sr. Engineering Manager (Data & AI) | TravelBank, San Francisco | Feb 2022 – Mar 2024

- Owned AI/ML roadmap and delivered customer-facing analytics and reporting products.
- Rebuilt analytics pipeline, cut query latency 80 %, supported more data in BI tool that added **\$10 M ARR**.
- Built a standardized ML pipeline and development workflow, accelerating model iteration and delivering **2 predictive models and 1 GenAI model** for internal operations.

- Collaborated with Product, Sales, and external partners to influence and prioritize the roadmap.

Engineering Manager (Full Stack) | TravelBank, San Francisco | Feb 2020 – Feb 2022

- Led a team of 5-8 full-stack engineers working on the core travel product, which also powered *Brex Travel*
- Built full hiring system—rubrics, question sets, interviewer training—and screened 100 + candidates to staff a high-performing team
- Drove developer-productivity and onboarding initiatives, introducing metrics and processes to track engineering performance and output

Senior Software Engineer | TravelBank, San Francisco | Nov 2016 – Feb 2020

- Architected backend APIs and microservices for core spend and travel products.
- Worked on payments, transactions, and accounts reconciliation.
- Scrum Master and team lead for cross-functional product squads.
- Drove key third-party integrations and platform reliability improvements.

Software Engineer | NortonLifeLock (Symantec), Mountain View | Jun 2014 – Nov 2016

- Designed and implemented a global Real User Monitoring (RUM) system processing 1M+ daily events, enabling real-time performance analytics.
- Built and maintained global user monitoring and e-commerce scraping tools for pricing intelligence.
- Automated availability monitoring across 100,000+ webpages.

ADDITIONAL EXPERIENCE

- Teaching Assistant, San Jose State University – Advanced DBMS (BS) & NoSQL (MBA) (2014)
- Co-founder, Markovation – Tech-enabled services startup
- Student Developer, Information Centre – JSS University

EDUCATION

- M.S., Software Engineering – San Jose State University (3.97/4)

SKILLS

- *Leadership & Strategy:* Org Design, Team Growth, Hiring, Roadmapping, Cross-functional Alignment, Agile Delivery
- *Systems & Infrastructure:* Distributed Systems, Microservices, CI/CD, Kubernetes, AWS, DevOps, System Design
- *AI/ML:* GenAI, LLM Integration, SageMaker, ML Ops, Dagster, Data Pipelines, OpenSearch
- *Tech Stack:* Node.js, Python, TypeScript, React, MongoDB, Redis, Postgres, Kotlin/Java, SpringBoot