SHASHANK GARG

shashankgarg@outlook.com | 408-478-1440 | SF Bay Area | www.shashankgarg.com

SUMMARY

Engineering lead, experienced in launching and scaling Full Stack Fintech platforms, building and guiding high-performing product-engineering teams. Currently focused on building and deploying AI/ML solutions.

- Building full-stack fintech + data platforms processing $2B+ GPV serving 75k+ enterprise users.
- Technical direction for the ML / AI team with 3 cross-functional pods.
- Launched 2 zero-to-one fintech products with various enterprise integrations and robust APIs.
- Recognized for building the current #1-rated expense & travel product (US News & World Report).

EXPERIENCE

Sr. Engineering Manager - ML/AI | TravelBank, San Francisco | Mar 2025 – Present

- ML platform lead: ranking/decision models, fraud/compliance, model registry, feature pipelines
- Shipped GenAI in regulated fintech with guardrails with focus on privacy and data governance
- Architect for analytics platform serving 5,000+ enterprise clients, ingestion to BI.
- Evangelized internal ML work through demos, leadership presentations, and company forums for wider adoption.
- Standardized metrics/logging/tracing, freshness/quality checks, CI/CD, Kubernetes patterns for inference/ETL; on-call runbooks and playbooks.
- *AWS Sagemaker & Bedrock, Dagster, Airbyte, Postgres, Redshift, Metabase, Python, RAG, Data Governance and Security, Kubernetes*

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

- Built company-branded low-cost debit card for target users; rebuilt core money-management services/infrastructure for scale
- Owned roadmap and architecture, mentored 6 engineers; built feedback and performance loops into early-stage culture.
- *AWS, Kotlin, SpringBoot, RabbitMQ, Kubernetes, Metabase, React, Postgres*

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
- *LangGraph, OpenAI tools api, Typescript, Node, Vercel, React, travel suppliers and payment integrations*

Sr. Engineering Manager (Data, ML/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.
- Drove cross-functional prioritization with Product, Sales, and external partners to align OKRs, dependencies, and release sequencing.
- *AWS Sagemaker, Dagster, Airbyte, Postgres, Redshift, Metabase, Python, RAG*

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*
- Worked on integrations, payments, fraud detection, compliance, multicurrency and travel agent workflows, Search & Book infrastructure, supplier integrations
- 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
- *Node.js, TypeScript, Microservices, MongoDB, Postgres, Redis, Rabbit, CI/CD, Kubernetes, AWS, Terraform*

Senior Software Engineer / Tech Lead | 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, LangGraph
- Tech Stack: Node.js, Python, TypeScript, React, MongoDB, Redis, Postgres, Kotlin/Java, SpringBoot, RabbitMQ