

Shubham Jain

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SKILLS

Languages: Java, Kotlin, Python, Typescript, Javascript, C, C++, Rust

Frameworks: Spring Boot, Django, Flask, Vert.x, Express JS, Node JS

Testing: JUnit 5, JMeter, Locust, Unit Test, pytest, Mockito, Jest, Nightwatch

Databases: PostgreSQL, MySQL, Redis, MongoDB, Elasticsearch, Redshift, Cassandra

AI Engineering: LLM Integration, Retrieval-Augmented Generation (RAG), Vector Search, Embeddings, AI Agents, Prompt Engineering, LangChain, LangGraph, MCP, AI Skills

Other Technologies: Kubernetes, Docker, Kafka, Memcached, Aerospike, Jenkins, Helm, Hibernate, Newrelic, gRPC, Terraform

Engineering Excellence: System Reliability, Observability, Automated Testing, Code Reviews, Technical Design, Mentorship

EXPERIENCE

Staff Software Engineer | JP Morgan Chase | August 2025 - Present | London

- Architected and led the redesign of the end-of-day risk computation platform processing \$14B+ portfolios, introducing a model orchestrator engine with dynamic dependency resolution and intelligent workload bucketing strategy that eliminated redundant model execution, reducing compute usage by ~35%, processing latency by 30%, and SLA breaches by 80%.
- Accelerated the strategic migration of 500+ quantitative risk models, eliminating 600+ developer days of manual effort by architecting an AI-assisted migration platform that automated model transformation workflows across QR and engineering teams.
- Reduced quantitative model onboarding time from 10 days to 5 hours by creating a self-service declarative risk modeling platform that enabled configuration-driven data dependencies and eliminated coordinated multi-service deployments.
- Reduced overnight risk failures by ~45% by establishing platform reliability standards across automated regression testing, execution observability, and operational runbooks, and providing technical leadership and mentorship to 6 engineers.
- Grew engineering capability across the team by mentoring 6 engineers through system design reviews, technical coaching, and ownership development, raising the engineering bar and strengthening delivery of large-scale platform projects.

Lead Software Engineer | Multiplier | April 2024 - July 2025 | Singapore

- Led the design and development of a global payment service, enabling \$30M+ in payouts across 110+ countries. The service integrated with multiple banks and payment providers to facilitate payouts to employees, contractors, and freelancers, achieving 96% payout date accuracy while optimizing SLAs, FX rates, and accounting for bank and local holidays.
- Led the implementation of direct debit capabilities, providing direct debit facilities in 4 major currencies via ACH (USA), SEPA (Europe), eGIRO (Singapore), and credit cards. This significantly accelerated fund collection, resulting in 95% of invoice payments processed within due dates for companies opted for auto-debit.
- Primary architect for the Billing & Metering Engine, automating client invoicing based on contract numbers, payouts processed, and the utilization of value-added services. This system supported accurate billing for 2,000+ enterprise customers, ensuring transparent billing and efficient dispute management.
- Leading and mentoring a team of 6 SDEs, providing career development guidance, which resulted in a promotion to Senior Engineer and improved the team's overall delivery performance.

Principal Engineer | Wasoko | February 2023 - April 2024 | Nairobi, Kenya

- Led a team of 5 engineers to design and deliver a Catalog Service supporting products, pricing, taxes, and recommendations for 10K+ SKUs across 8 African countries, reducing request latency by 60% and increasing order volume by 14% through an integrated promotion engine.
- Architected and developed an optimized routing service using GraphHopper, computing optimal delivery paths based on customer locations, vehicle capacity, order volume, and product dimensions; reduced fuel costs by 30%, trip duration by 23%, and minimized return trips by batching nearby return orders with active deliveries.
- Designed and implemented a Customer Location Service to accurately map delivery points in regions lacking reliable routing data; captured delivery partner GPS coordinates at each drop-off with support for location images and notes, driving a 70% reduction in customer support calls within one quarter and an 8% decrease in overall trip time.
- Established and standardized technical operations processes, including on-call rotations, customer-impact alerting, structured error handling with severity classification, and automated pre-deployment testing, resulting in a 30% reduction in customer-facing incidents and sub-30-minute acknowledgment for all Sev-1 issues.
- Led the technical due diligence and assessment for the Wasoko–MaxAB merger, evaluating platform architectures, defining customer migration strategies, and producing a phased technology integration roadmap.
- Mentored 3 senior engineers through structured career development planning and technical deep-dive sessions, contributing to the promotion of one engineer to Lead Engineer.

SDE 2 | Amazon | July 2021 - February 2023 | Bangalore, India

- Architected and launched the High Upsell Cart page (Smart Wagon), increasing units per basket and generating **\$80M+** in revenue by integrating with **40+** competing upsell strategies, such as "People Also Buy," "Buy Again," and "Warranties," to secure placements on the page.
- Led a team of 3 developers to design and implement the Add to Cart Library for Amazon's retail org, simplifying and standardizing the add-to-cart process across 10+ pages in retail. The library unified the Add to Cart functionality for Amazon's retail, fresh, and luxury domains, reducing development time and effort by **70%** when onboarding the add-to-cart functionality on any page.
- Optimized the post-add-to-cart experience by reducing page latency by **30%** through asynchronous optimization of requests to 30+ services, removing non-critical dependencies in page load paths, and improving query performance across product fetches by reducing the resources fetched to render the page.
- Designed and led the implementation of the Post Add to Cart Experience Orchestrator, enhancing cross-device customer journeys after cart addition. Collaborated with multiple teams across Amazon to ensure a customized, consistent post-add-to-cart experience and contributed to a 3-year strategic project plan and vision for the team.

Senior Software Engineer | BigBasket | July 2018 - July 2021 | Bangalore, India

- Designed and developed the "Stitch" reporting system, enabling cross-database join operations across MySQL, PostgreSQL, MS SQL, Redshift, and Athena. Processes **20,000+** reports daily, providing critical business metrics and improving operational efficiency for hubs and darkstores.
- Led a team of 5 data scientists and engineers in building a data pipeline for analytics using Airflow, pandas, and Apache Spark, processing **3 million+ order items daily** to deliver transformed data for customer basket-building recommendations.
- Contributed to the development of the MBQ service, predicting required SKUs at each warehouse, resulting in a 40% reduction in perishable waste and **95% availability** for **5,000+** SKUs.
- Pioneered Bigbasket's multiple microservices, transitioning from a monolithic to microservice architecture. Re-architected core member APIs, improving performance by 64% in reducing latency for login, sign-up, and address management.

Software Developer | Ribbon Communications | July 2016 - July 2018 | Bangalore, India

- Developed and maintained an enterprise-grade ISO build system for application deployments, ensuring 99.9% service stability across 50+ services, including validation of patches and security fixes through end-to-end testing across multiple OS migrations and major version upgrades.
- Designed and implemented a comprehensive security auditing module using Python, performing 1,000+ automated security checks covering file and directory permissions, user and role access controls, open ports, authentication mechanisms, and system vulnerabilities, reducing security misconfigurations by over 60%.
- Designed and developed a WebRTC whiteboarding SDK enabling seamless integration into third-party applications, supporting real-time collaboration for thousands of concurrent users while maintaining zero data loss across RTC channels during live sessions.

EDUCATION

Bachelor of Technology (Computer Science & Engineering) | Guru Ghasidas Central University | India | 2012-2016

INVOLVEMENT

Mentor | Newton School | February 2022 - February 2024

- Mentored **25+ students per cohort**, delivering instruction on **system design principles** and providing structured guidance that supported technical skill growth and professional readiness.
- Organized and led multiple webinars and coding boot camps, mentoring **100+ junior students** on **computer science fundamentals, data structures, algorithms, and competitive programming**, resulting in measurable improvements in problem-solving proficiency.

Research Co Author | Elsevier | October 2015 - April 2016 ([link](#))

- Co-authored and implemented a Content-Based Encryption algorithm using symmetric key cryptography, achieving millisecond-level encryption and decryption for large input sets; presented results at the *International Conference on Computational Modelling and Security (CMS 2016)* and published research with Elsevier.