SHYAM PADIA

+1 (857)-294-9264 — shyam.padia930@gmail.com — Boston, MA
crypticsoul.dev — github.com/crizzy9 — linkedin.com/in/shyam-padia

Summary

AI technical lead building agent systems, recommendation platforms, and data products. Delivered 60% lower AI costs, $10M in incremental revenue, and $20M in pricing cost savings across MosaicApp and Intuit.

Education

Northeastern University, Khoury CCIS — *Boston, MA* — **Sept 2017 - Dec 2019**
Master of Science in Computer Science — GPA: 3.2/4

University of Mumbai, Fr. CRCE — *Mumbai, India* — **Aug 2012 - June 2016**
Bachelor of Engineering in Computer Engineering — GPA: 7.4/10

Work Experience

MosaicApp — AI Technical Lead — *San Francisco, CA* — **Aug 2026 - Present**
- Rearchitected Chello's AI execution layer, improving performance by 25% while reducing costs by 60%.
- Expanded Chello's MCP capabilities with 27 tools, connecting agents to planning data across multiple systems.
- Extended Chello's LangChain harness with agent caching, subagents and task management for multi-step planning workflows.
- Delivered Slack and Microsoft Teams integrations, bringing Chello's planning capabilities into team collaboration workflows.
- Introduced query-complexity-based model routing to reduce token usage and inference cost.
- Enabled tiered billing for Chello by integrating Stripe and MonetizeNow.

Intuit, Personalization — Senior Software Engineer — *Mountain View, CA* — **Jan 2025 - Aug 2026**
- Architected unified user profiles with multi-source ingestion and real-time user embeddings on GPU-optimized EMR.
- Led a cross-regional recommendation platform effort using Vespa, gRPC and OpenSearch to replace legacy systems.
- Built AI marketing automation with a six-person team using SymphonyAI, LangChain and MCP, cutting go-live time by 90%.
- Led five engineers building dynamic content and audience segmentation, increasing platform capacity by 1,400%.
- Built an LLM-powered content pipeline that automated marketing workflows and improved time-to-market by 75%.

Intuit, Personalization — Software Engineer 2 — *Mountain View, CA* — **Jan 2021 - Jan 2025**
- Built PySpark/EMR and React analytics, reducing incidents and impression loss by 40% and raising marketer productivity by 50%.
- Developed a RAG assistant with Hugging Face and LangChain for marketing content generation, reducing authoring time.
- Implemented AWS Personalize on clickstream data with 20% lower API latency.
- Built a Kafka event pipeline for targeted offers that generated $10M in incremental revenue through dynamic audience targeting.

Intuit, QuickBooks — Software Engineer 1 — *Mountain View, CA* — **Jan 2020 - Jan 2021**
- Built React/Spring Boot pricing tools and AWS segmentation, delivering $20M in savings and 50% higher operational efficiency.
- Implemented a parallelized synthetic-testing framework with Cypress, preventing $10M in potential revenue loss.

Intuit, TurboTax — Software Engineer Intern — *San Diego, CA* — **May 2019 - Aug 2019**
- Developed OCR document processing for W2 uploads in TurboTax onboarding, reducing tax preparation time by 20%.
- Integrated an NLP intent-classification decision engine, replacing a third-party API and reducing latency by 30%.

Intuit, TurboTax — Software Engineer Co-op — *San Diego, CA* — **May 2018 - Dec 2018**
- Built Help Portal case deduplication, improving response time by 45% and reducing duplicates by 7%.
- Automated publishing with React/PHP Smart Fields, saving 30 minutes in the workflow and reducing support cases by 10%.

OutreachCircle — Software Developer — *Bangalore, India* — **Nov 2016 - May 2017**
- Integrated Elasticsearch contact matching for voter registration and social profiles, improving outreach by 10%.
- Developed a campaign outreach platform with Meteor.js and Angular, improving canvassing efficiency and voter turnout by 15%.

Technical Skills

Languages: Python, Java, JavaScript, TypeScript, Go, Nix, Lua, SQL, Scala, C/C++
ML/AI: PyTorch, TensorFlow, Hugging Face, LangChain, OpenCV, Vespa, NLTK, ScikitLearn, Keras, Gensim
Frameworks: Spring Boot, React.js, HTMX, Astro.js, Django, Node.js, REST, gRPC
Big Data: PySpark, Kafka, Hadoop, Pandas, PyArrow, Hive, Beam, Flink, EventBus, RabbitMQ
Cloud: AWS (SageMaker, Lambda, Glue, Personalize, EMR, OpenSearch, Athena, Redshift), Docker, Kubernetes
Databases: PostgreSQL, DynamoDB, MySQL, SQLite, MongoDB, Redis, ElasticSearch, Vector Databases
Courses: NLP, Reinforcement Learning, Robotics, Machine Learning, Artificial Intelligence

Projects

Lumino - Declarative NixOS Infrastructure — **Nix Flakes — Home Manager**
Naavik - AI Career Workflows and Application Tracking — **In development**
Plano - Self-Hosted Flight Tracking with Go and React Native — **In development**