

Harsh Shah

Senior Software Engineer | Solutions, Analytics & Delivery | AI • Full-Stack • Data

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6+ years engineering scalable systems and leading cross-functional delivery by bridging stakeholder vision with production-ready solutions across SaaS, Fintech, AI and E-Commerce

PROFESSIONAL EXPERIENCE

Founder & Engineer, BizBot (businessbot.us)

December 2025 – Present

- Built an AI platform that runs end-to-end customer operations by handling SMS, WhatsApp, and web conversations, syncing bookings to any calendar, and automating Google Business Profile and review responses for SMB owners
- Architected the full stack: OpenClaw, agentic LLM workflows (OpenAI/Anthropic), multi-channel automated messaging via Twilio, Telnix and Meta APIs, Google Business Profile integration, and a Next.js admin dashboard backed by FastAPI and PostgreSQL
- Own product, GTM, and engineering end-to-end - defining roadmap, sales demos, onboarding early customers, and iterating on conversation quality via prompt evals, analytics, and customer feedback loops

Senior Software Engineer, Partners Capital

September 2024 – November 2025 Boston, MA

- Architected a high-volume, serverless data-ingestion platform using Azure Functions and secure SFTP adapters, plus provider-agnostic pipelines for Pitchbook and Cambridge Associates, processing 25K+ records monthly, eliminating 30+ hours of weekly manual work, and meeting SLAs for 100+ downstream users analyzing \$80 B+ in AUM
- Drove cross-functional initiative to streamline client meeting prep, coordinating requirements across 8+ data sources to deliver personalized meeting folders by reducing prep time from ~5 hours to 30 minutes
- Implemented AI-driven document summarization with OpenAI APIs, defining accuracy benchmarks and review workflows that automated 200+ weekly executive summaries at 99.7% extraction accuracy.
- Led data reconciliation across three custodians (UBP, State Street, Schwab), aligning technical rules with business needs to reduce reporting discrepancies by 80%

Senior Software Developer, mDesign (acquired by iDesign)

July 2023 – April 2024 Remote

- Directed API integration strategy across Amazon, Walmart, and P2P, defining sync requirements that improved retrieval speed by 40% and enabled seamless data flow across 25,000+ products
- Modernized legacy infrastructure from batch to event-driven architecture (Apache Kafka, Redis caching) for 30% responsiveness gain; transitioned EC2 workloads to hybrid Lambda/EC2 with Auto Scaling, cutting operational costs by 10%

Software Engineer II, Friendemic (acquired by Kenect)

July 2022 – July 2023 Remote

- Led monolith-to-microservices migration coordinating cross-team requirements to support 1M+ social media posts annually, improving system performance by 33% with minimal downtime
- Diagnosed and resolved performance bottlenecks impacting thousands of auto-dealership users, achieving significant improvement in responsiveness on the reputation management platform resulting in a faster and enhanced user experience

Software Developer, System Soft Technologies

October 2019 – June 2022 Tampa, FL

- Drove performance optimization across client-facing apps, improving data-fetching efficiency 30% and reducing post-release defects by 25% via GraphQL APIs with Redis caching and standardized review processes
- Automated CI/CD pipelines on BuddyWorks and Jenkins using shell scripting, containerization, and Infrastructure as Code, decreasing server downtime by 50%

SELECTED PROJECTS

DiamondHands (diamondhands.space) — Research terminal for long-term investors. Run any portfolio across 50 years of historical price data, simulate trades with virtual cash, and quantify the cost of every decision

FlexFingers (flexfingers.com) — Warm-up and analytics tool for typists and coders. Surfaces weak keys, bigrams, and fingers via per-session diagnostics so users can focus practice where it matters

EDUCATION

SUNY Polytechnic Institute — MS, Computer & Information Science • 2017 – 2019 • Utica, NY

Ahmedabad University — Bachelor of Computer Applications • 2013 – 2017 • Ahmedabad, India

SKILLS

Programming & Frameworks: Python (Django, FastAPI), JavaScript / TypeScript (React, Next.js, Node), PHP (Laravel), C#

AI & Data: OpenAI/Anthropic APIs, LLM agents, OpenClaw, prompt engineering, BI dashboards, data analytics

Cloud & DevOps: AWS, Azure, GCP, Docker, Kubernetes, Terraform, CI/CD (Jenkins, GitHub Actions)

Databases & Data: MySQL, PostgreSQL, Redis, NoSQL, Apache Kafka, Azure Data Factory, ETL

Architecture & APIs: REST, GraphQL, gRPC, Microservices, Event-Driven, Serverless, API Gateway Design

Product & Delivery: Agile / Scrum, Sprint Planning, Stakeholder Management, SLA Governance, Roadmapping, Pre-Sales / Solutions