

# Shivam Kumar

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## PROFESSIONAL SUMMARY

Results-driven Software Engineer II with 2.5+ years of experience driving 70% efficiency gains in engineering workflows through intelligent automation. Skilled in building RESTful APIs, RAG-based multi-agent systems, LLM-powered tools, and Java-based automation that saved 1.5+ FTE resources monthly. Recognized for technical excellence with multiple performance awards at Arcadia. Proficient in Python, Java, JavaScript, MySQL, CI/CD pipelines, cloud infrastructure (AWS), and Agile methodologies.

## TECHNICAL SKILLS

**Programming Languages:** Python, Java, JavaScript

**Frontend:** HTML5, CSS3, TailwindCSS, Bootstrap, ReactJS

**Backend & Frameworks:** NodeJS, Selenium, Puppeteer, HTMLUnit, JUnit, Chrome Extension APIs, Eclipse Plugin Framework

**AI/ML:** Anthropic Claude API, LangChain, RAG Systems, Multi-Agent Orchestration

**Databases:** MySQL

**APIs & Integrations:** RESTful APIs, Jira API, Jenkins API

**DevOps & Tools:** Git, GitHub, Bitbucket, Jenkins, JIRA, AWS S3, Postman, Netlify

## EXPERIENCE

### Software Engineer II

Jul 2024 – Present | Chennai, India (Remote)

Arcadia

- Maintained 98% invoice extraction accuracy by developing Java-based automation scripts resolving CAPTCHA, MFA, and Cloudflare bot protections, leveraging AWS S3 cloud infrastructure for end-to-end data processing workflows.
- Resolved 1500+ Jira tickets, the highest across the team, applying structured problem-solving and independent decision-making to identify root causes and deliver reliable solutions, improving system reliability through upgraded error handling.
- Mentored and onboarded 2 software engineers, leading daily knowledge-sharing sessions that reduced ramp-up time and accelerated independent contributions.
- Awarded the Impact Guardian Award and Employee of the Quarter for exceptional technical contributions and consistent high performance.

### Software Engineer Intern

Sep 2023 – Jun 2024 | Chennai, India (Remote)

Arcadia

- Developed and deployed daily-use Java automation scripts, directly contributing to invoice extraction workflows and platform stability.
- Built and maintained RESTful API integrations and MySQL queries for data validation, ensuring end-to-end accuracy across invoice processing pipelines.
- Earned Employee of the Quarter recognition for demonstrating ownership, technical excellence, and consistent value delivery.

### Project Intern

Aug 2023 – Sep 2023 | Trivandrum (On-site)

ISRO (Indian Space Research Organisation)

- Conducted a comparative analysis of log analytics tools vs. SIEM solutions for cybersecurity threat detection, delivering a technical whitepaper with implementation recommendations tailored to the organization's infrastructure.
- Authored cross-functional technical documentation adopted by the ISRO cybersecurity team to guide future tooling investments for on-premises monitoring systems.

## PROJECTS

### Aegis Agent (Multi-AI Analysis Tool)

Aug 2025 – Mar 2026

- Built an AI-powered multi-agent tool using Python and Anthropic Claude API that classifies Jira tickets, integrates with Jenkins and log repositories, and auto-generates resolutions posted back to Jira.
- Achieved 90% classification accuracy, reducing manual ticket triage work and freeing up 1.5 FTE monthly for high-priority development.

### Console Log Linkify Chrome Extension

Jul 2025

- Co-developed a Chrome extension that automatically linkifies console log data, streamlining log analysis and bulk data downloads for the engineering team.

- Adopted by 80–100 engineers with a 4.8/5 satisfaction rating; reduced manual log processing time by 70%, saving ~350 engineer-hours per quarter.

### Eclipse Console Linkify Plugin

Mar 2026

- Developed a native Eclipse IDE plugin using the org.eclipse.ui.console extension point, replicating log linkify functionality with zero manual configuration and immediate activation on project import.
- Delivered a 70% reduction in manual log analysis time for IDE-based developers, ensuring consistent workflow efficiencies across all team tools.

### JIRA RCA Auto-Generator Extension

Jan 2026

- Built an LLM-powered Chrome extension that pulls linked Bitbucket PRs from Jira tickets to auto-generate two tiers of root cause analysis (RCA): business-facing summaries and technical implementation notes.
- Cut RCA documentation drafting time by 60%, standardizing quality and consistency of all post-incident reports.

### Multi-Agent RAG Automation Code Generator

Mar 2026 – Present

- Developed an end-to-end RAG-based multi-agent system generating complete automation scripts from repository context, with specialized agents for analysis, Jira processing, Jenkins integration, testing, PR creation, and peer review.
- Validated on 150+ feature requests; 123 generated scripts passed full test suites without modification (80%+ accuracy), reducing manual development workload by 70% and enabling 30% more feature requests quarterly.

## EDUCATION

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**University of Massachusetts Global** – Irvine, CA (Online)

2026

*MBA*

**GITA Autonomous College** – Bhubaneswar, Odisha, India

2024

*B.Tech (CS/IT) • CGPA 9.6*

**Central Board of Secondary Education** – Purnea, Bihar, India

2020

*Higher Secondary • 81%*

## ACHIEVEMENTS

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**Lead**

2022 – 2023

*Google Developer Students Club*

- Led a 12-member core team, partnering with college teams globally to organize 8 technical workshops attracting 200+ attendees and growing club membership by 41% YoY while securing 3 Google-sponsored grants for student hackathons.
- Mentored 8 junior members through 1:1 code reviews and project coaching; 2 members landed software engineering internships at leading tech firms.