

Shubh Ganatra

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Product Engineer with 2+ YOY bridging the gap between complex enterprise engineering & client-centric product delivery. Proven ability to architect scalable 0-to-1 prototypes & full-scale solutions to solve ambiguous business challenges.

PROJECTS

Alix – Customer Service Voice Agent | [GitHub](#)

- Architected a Multi-Agent Voice Customer Service System to understand, analyze and make strategic account decisions to reduce human hours by at least 50%
- Won “Audience Favorite” at the Alix Hackathon building a working prototype and Customer Demo in presence of Tech & Non-tech stakeholders
- Built an Agentic Architecture to support conversational tasks using tool calling, models & tech like Deepgram Flux, Vapi, ElevenLabs, Python, Node.js, Pydantic, GPT 5.6, PostgreSQL
- Wrote comprehensive Evals & Guardrails for each step in the architecture with clear definitions of “good responses” & “incorrect outcomes” to avoid failures with catastrophic impacts in Regulated Environments
- Designed an Impact vs Reversibility Matrix to decide tasks autonomously handled by the Agent (High-Reversibility or some Low Impact – Low Reversibility) and those that are routed to the human-in-the-loop
- Collaborated with Product & Customer Representative teams at Alix to understand pain-points, broken workflows to improve & identify goals of the team

TechStack.Studio | [GitHub](#)

- Designed and shipped an AI-native platform to solve the "blank canvas" problem for builders, translating vague user requirements into concrete architectural mockups
- Applied enhanced Prompt Engineering model to design perfect prompts for architecture generation based on user requirements
- Built the MVP infrastructure deploying Python/FastAPI, Next.js, and PostgreSQL on AWS EC2, validating core product assumptions with rapid prototyping
- Installed a LangChain Pipeline with a Groq LLM APIs to enable model hot-swapping & API Security for LLM Generation Calls
- Engineered architecture diagrams via MermaidJS for user inputs based on App Type, Usage Scale, Security Requirements & more

The Gift Whisperer

- Designed an AI Solution to analyze user emotions, relationships, budget & urgency performing a Sentiment Analysis suggest the perfect gift including an end-to-end customer journey from selection to delivery
- Led 80+ Discovery Sessions with customers to identify pain-points & requirements translating lessons learned to business strategy
- Shipped Customer Demonstrations & Proof-of-concepts within a 3-week sprint to test product-market fit via Rapid Prototyping

EXPERIENCE

Oracle | Product Engineer (July 2022 – July 2024)

- Developed & Managed Full-stack Enterprise SaaS Products to manage Cash Flow & Asset Liability Management operations for global banks
- Acted as primary liaison across 4 cross-functional teams to translate Product Requirements into actionable Technical Specs drafting user stories with clear acceptance criteria
- Conserved 150+ developer hours per 3-week sprint by identifying operational bottlenecks and building automation tools for QA testing via Git CloudLab APIs and bash scripts
- Managed the complete Product Development Life Cycle utilizing a Java & Scala backend, Oracle SQL, and JS frameworks, driving 30% user growth by documenting core requirements & leading User Acceptance Testing (UAT)
- Launched Pricing Margin Forecasting and Managed Rates Analysis features, translating complex financial data retrieval (JWT & XML) into actionable client modules with a 30% reduction in latency
- Architected backend workflows and deployed Docker containerization, ensuring 99.9% production uptime on legacy microservices while integrating modern REST APIs
- Optimized API response times by 58% measured by Prometheus troubleshooting asynchronous processing on JVM web services

PricewaterhouseCoopers LLP (PwC) | Technology Consultant Intern (May 2021 – July 2021)

- Revamped Predictive Business Analytics dashboard for Transaction Risk Management application to support client business strategy, converting raw data to comprehensive graphical reports boosting Fraud Detection rate by 50%
- First intern in cohort to lead 7-member team task force to troubleshoot and resolve C# & ReactJS integration issues eliminating application downtime
- Built Twitter Data Analytics add-on for user sentiment analysis, boosting decision speed by 30% via React, Python & Twitter APIs
- Enhanced team velocity by 15% by incorporating Agile project management tools like MS Project for effective KPI tracking

SKILLS

Engineering: Java, Python, SQL, Spring, Scala, Bash, React, Node, HTML, CSS, JavaScript, REST APIs, JSON, AWS, Azure, GCP, OCI, Linux
AI/ML: Agentic System Design, Agent Orchestration, Agentic AI, Tool Calling, Evaluations, Voice Agents, LLM, Retrieval-Augmented Generation, GitHub Copilot, Claude Code, n8n, Vercel V0, Context Engineering, Prompt Engineering
Product & FDE Skills: Customer Demo, Agentic System Analysis, Rapid Prototyping, Requirement Gathering, User Acceptance Testing (UAT), MVP scoping, Market Analysis
Cross-functional Collaboration: Jira, Confluence, Figma, GitHub, CloudLab, CI/CD Pipelines, A/B Testing, User Acceptance Testing (UAT)

EDUCATION

MS in Management Information Systems Texas A&M University July 2024 – May 2026	College Station, TX
BS in Engineering University of Mumbai August 2018 – May 2022	Mumbai, India

LEADERSHIP & AWARDS

- VP Operations at Texas A&M’s MIS Buddy Connect Org working on event co-ordination & resource procurement for 100+ students
- Awarded with OFSS ERF Champions Award recognizing exceptional performance, dedication, and initiative in 2023