

# Keyur Patel

Lead Software Engineer | Dallas-Fort Worth Area | (201) 993-9569 | [simkeyur@gmail.com](mailto:simkeyur@gmail.com) | [linkedin.com/in/simkeyur](https://www.linkedin.com/in/simkeyur) | [simkeyur.github.io](https://simkeyur.github.io)

## Professional Summary

Lead Software Engineer with over a decade of experience architecting, developing, and integrating scalable SaaS products and enterprise solutions. Proven leader with a product-centric mindset, adept at directing cross-functional teams to deliver complex projects on schedule. Currently specializing in leveraging Generative AI and Large Language Models (LLMs) to build innovative, high-impact applications that drive business value and enhance user experience. An energetic problem-solver recognized for quickly mastering new technologies and driving AI initiatives from concept to production.

## Core Competencies & Technical Skills

- **AI & Machine Learning:** Generative AI, Large Language Models (LLMs), RAG (Retrieval-Augmented Generation), API Integration, IBM Watson
- **Programming Languages:** Java (J2EE), C#, .NET, Python, JavaScript, TypeScript, PHP
- **Backend & Web:** Microservices Architecture, API Development, RESTful APIs, ASP.NET, Node.js, HTML, CSS
- **Databases:** Cassandra, MySQL, PostgreSQL, MongoDB
- **DevOps & Tools:** Docker, Kubernetes, CI/CD, Git, SVN, Jenkins, Agile, Scrum, Jira
- **Cloud Platforms:** Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP)
- **Blockchain:** Certified Blockchain Expert, Smart Contract Development
- **Frontend:** React, Next.js, Bootstrap, Tailwind CSS

## Professional Experience

### Sr. Software Engineer | T-Mobile USA | *June 2020 - Present*

- Architected and implemented a Transactional Generative AI solution for HR systems, increasing employee self-service capabilities and reducing HR ticket resolution time by 50%.
- Directed a team of 8 onshore and offshore engineers to build integration applications connecting over 15 disparate HR systems, enhancing the employee experience for 50,000+ users.
- Utilized Large Language Models (LLMs) to revolutionize HR processes, resulting in a 40% improvement in information retrieval accuracy and a significant reduction in manual HR interventions.
- Managed project timelines and deliverables using Agile methodologies, increasing team productivity by 25% and ensuring on-time delivery for all major releases.
- Led Root Cause Analysis (RCA) for multiple service outages, identifying and addressing system design gaps to improve overall system uptime by 15%.
- Mentored and onboarded 5+ engineers, delegating component ownership and guiding low-level design through rigorous design and code reviews.

### **Senior Consultant | Sogeti USA (Capgemini Group) | May 2017 - June 2020**

- Led Blockchain development initiatives within the Sogeti Dallas practice, translating complex business and functional requirements into robust software applications.
- **Client: Allied Pilots Association**
  - Led a project to automate manual member requests, reducing processing time by 60% and creating a verifiable audit trail for compliance.
  - Developed a log monitoring solution using Power BI and ASP.NET to track user activity and errors across critical web and mobile applications.
  - Architected and developed a hybrid application to enhance the pilot notification system for flight delays, gate changes, and crew updates, improving operational efficiency.

### **Software Consultant | Perfaware LLC | May 2015 - April 2017**

- Developed UI components for Perfaware's Real-Time Analytics Visibility and Enterprise Monitoring (RAVE) platform, an omni-channel order pipeline monitoring solution for major retailers.
- Designed and developed proof-of-concept (POC) applications for clients, including an order shipment simulator microservice and a Helpdesk Chatbot using IBM Watson.
- **Client: The Home Depot**
  - Led the design of an inventory availability solution, collaborating with the IBM Engineering team on the first pilot of a Cassandra-based lookup system for e-commerce.
  - Developed a custom tool to compare over 1 million SKUs weekly, facilitating a smooth transition from a legacy inventory management system and ensuring data integrity.
  - Built a custom dashboard providing return order visibility, significantly improving customer satisfaction with the return process.

### **Software Developer Intern | Santander Consumer USA | April 2014 - August 2014**

- Modified and wrote new unit tests for international projects using C#, .NET, and Microsoft MS Unit.
- Participated in regular code reviews and performed configuration management duties, including code merging and branching with Tortoise SVN.

## **Education**

**Post Graduate Degree in Generative AI** (Expected Jan 2026) *The University of Texas at Austin*

**Bachelor of Science in Software Engineering** (May 2015) *The University of Texas at Arlington*

## **Certifications & Awards**

- Aisera Workflows (Intermediate) - 2024
- Microsoft Power BI DAT207X – 2019
- Certified Blockchain Expert™ – 2019
- **1st Place** – 2018 Sogeti DevOps Hackathon
- **1st Place** – 2013 Nationwide AT&T Coding Challenge