

Shivam Todi

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SUMMARY

Technical leader and polyglot software engineer with **5+ years** of experience building **high-performance distributed systems** across **health-tech, fintech/logistics**, and **cloud infrastructure**. Currently leading multiple cross-functional teams at Even, architecting and delivering systems that **streamline clinical workflows** and **coordinate multi-stakeholder care**. Strong grounding in **computer science fundamentals**, with expertise in **system design, microservices**, and **cloud-native engineering**. Skilled at evaluating **emerging technologies**, interpreting **industry trends**, and shaping **user experiences** that drive **reliability, performance, and scalability**.

EDUCATION

Indian Institute of Technology, Kharagpur

2018 - 2022

B.Tech - Bachelor of Technology

CGPA 8.24/10.0

TECHNICAL SKILLS

Languages: Go, C++, Java, Python, Javascript/Typescript, Clojure

Frameworks: Spring Boot, Django, Node.js, React, FastAPI, LangChain, LangGraph

Platforms: Google Cloud Platform(GCP), Amazon Web Services(AWS), Microsoft Azure

Databases: MySQL, PostgreSQL, Google Firestore, Redis, MongoDB, Elasticsearch, Google Spanner

Architecture: Microservices, Event-Driven systems, Observability, Distributed systems, Scheduling systems

Other Skills: Problem solving, Data structure and algorithms, OOP, Root cause analysis, Critical thinking

WORK EXPERIENCE

Lead Software Engineer

Jan 2025 – Present

Even Healthcare Pvt Ltd

Abu Dhabi, United Arab Emirates

- Led and mentored **two engineering teams (8 developers)** to scale **clinical and care-delivery systems** and advance the **customer experience** platform, improving execution speed and cross-team collaboration.
- Spearheaded development of a **secure clinical messaging platform**, implementing **RBAC-driven chat access controls** and introducing AI-assisted group conversations, delivering a **42% post-consultation chat initiation rate**, reduced **doctor response time by 35%**, and boosted **digital-consultation satisfaction by 61%**.
- Led engineering for **Health Corner**, a personalized diagnostics and health-content hub surfacing preventive screenings based on **age, gender, chronic conditions, and claim history**. Built a targeting engine to prioritize **low-claim, high-renewal-risk** members and implemented **dynamic test cadences** to prevent overscreening. Resulted in a **28% lift in user retention** and **34% increase in session duration** among targeted segments.
- Architected unified **clinical event and decision pipelines** standardizing doctor actions, lab updates, vitals, care-plan triggers, and preventive recommendations. Centralized data models across **doctor chat, diagnostics, claims, and care programs**—boosting **data consistency**, reducing cross-service defects by **55%**, and increasing platform stability.
- Built an **alert correlation feedback engine**, reducing alert noise by **60%** and improving incident prioritization.

Senior Software Engineer

Sep 2023 – Jan 2025

Even Healthcare Pvt Ltd

Abu Dhabi, United Arab Emirates

- Architected Even's **care-triaging platform** that routes members to high-value specialists doctor and partner facilities, increasing procedure conversions by **38%** and reducing out-of-network leakages by **27%**. This delivered a direct **Rs. 18–22 crore annual revenue uplift** through **improved steering, higher partner utilization, and reduced drop-offs across referral workflows**.
- Led the development of **Managed Care**, a condition-based program that automatically enrolls diagnosed members into structured care journeys. Built automation for care-plan creation, follow-up reminders, and action nudges based on doctor inputs. Enabled **70% of follow-ups to be handled by AI agents**, reducing operational effort by **30%**, improving member adherence, and increasing program enrollment by **45%**. Contributed to a **15–20% increase in chronic care revenue** and enhanced long-term member retention.

- Migrated critical health workflows to an **event-driven architecture**, boosting system scalability and reliability under peak loads. Optimized Redis patterns and core APIs, cutting p95 latency by **39%**. Enhanced **operational visibility with new observability dashboards** and automated alerts, reducing clinical incident triage time by **30–40%**.
- Authored **SOPs and technical documentation**, reducing team onboarding time by **40%** and streamlining team ramp-up.
- Participated in hiring by conducting **120+ technical interviews** covering problem-solving, data structures, and machine coding.

Software Engineer

Jan 2022 – Aug 2023

Gojek India Pvt. Ltd.

Bengaluru, India

- Designed and implemented a **ride cancellation monitoring system** to reduce **driver cherry-picking**, flagging drivers exceeding configurable thresholds by service type and region, resulting in a **43% reduction in unfair cancellations** and a **29% increase in service availability** in high-demand zones.
- Led the development of **Gojek101 onboarding journey**, providing new drivers with step-by-step guidance, in-app tutorials, and contextual tips, resulting in **30% faster onboarding** and **25% higher driver engagement**.
- Engineered and maintained **scalable backend services** for the driver app, enabling **real-time feedback** on weather, route quality, routing accuracy, and POI data, significantly **enhancing map intelligence and navigation reliability**, resulting in a **51% reduction in route errors** and a **33% improvement in on-time deliveries**.
- Optimized infrastructure by **scaling down VMs and Redis instances** and tuning configurations, achieving **\$555/month cost savings** while maintaining performance, reliability, and high availability.

Software Engineering Intern

Jun 2021 – Aug 2021

Microsoft India Pvt. Ltd.

Hyderabad, India

- Designed and implemented the **Narrator accessibility feature**, enabling automatic **audio narration of chat messages, participant join/leave events, and meeting actions** — enhancing accessibility for **millions of daily active Microsoft Teams users (220M)**, increasing feature adoption by **40%** among accessibility users and improving engagement metrics by **25%**, significantly boosting inclusivity and user satisfaction.
- Collaborated in an **agile, cross-functional environment**, contributing to architecture discussions, code reviews, and feature rollout strategy while ensuring high reliability and user-centered design.

PROJECTS

Intelligent Health Insights Platform

- Developed an **AI-powered health insights** platform that ingests user vitals (BP, HR, sugar levels) and generates **personalized risk alerts and health recommendations**.
- Implemented an **event-driven pipeline** using **Celery + Redis** for background data processing, anomaly detection, and scheduled analysis jobs.
- Designed a modular **microservice-style architecture** with FastAPI services for ingestion, analytics, and insights; optimized API response time by 40%.
- Integrated **OpenAI models** to summarize trends and produce easy-to-read health reports for users and doctors.

AI-Driven API Performance Optimizer & Load Intelligence Platform

- Built a **real-time performance optimizer** that analyzes API latency, error rates, and throughput across microservices, enabling **dynamic routing decisions** based on live system load.
- Implemented a **predictive analytics engine** using historical metrics + OpenAI models to detect early signs of bottlenecks, memory leaks, and high-load hotspots.
- Developed an **auto-optimizer module** that generates Nginx/Kubernetes configuration patches (HPA tuning, circuit breaker thresholds, rate limits) using AI-driven recommendations.
- Integrated Kafka + Redis for distributed event processing and caching, reducing p99 latency by **up to 45%** during simulated peak loads.

ACHIEVEMENTS

- **Champion of the Quarter – Even:** Team leadership and delivery of high-impact solutions (Jan–Apr 2025)
- **Hackathon Winner – Even:** Winner of the hackathon for delivering a production-ready solution (Nov 2025)
- **Mathematics Olympiad IIT Kharagpur:** Gold Medal in **Mathematics Olympiad** (2019)
- **Competitive Programming:** CodeChef — **2005** ([shivamtodinov3](#)), Codeforces — **1898** ([voltage3](#))