

Sachin Chopra

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SUMMARY

Lead Software Engineer with over 10 years of experience specializing in the end-to-end deployment of scalable web applications and frontier Generative AI solutions. Demonstrated history of bridging the gap between complex research and production systems. Expert in **Go, JavaScript/TypeScript**, and **LLM integration**, with a strong focus on delivering measurable customer value. Adept at technical scoping, system design, and partnering with cross-functional teams to drive adoption of AI technologies. Proven ability to operate in fast-paced environments, leading complex deployments from prototype to stable production.

EXPERIENCE

Grab

Lead Software Engineer

Singapore

October 2022 – Present

- **Generative AI Deployment:** Spearheading the technical scoping, system design, and production rollout of GenAI-powered features to create delightful and efficient customer journeys.
- **Frontier Model Integration:** Leading the integration of Large Language Models (LLMs) into core business workflows, directly improving customer segmentation and personalization capabilities.
- **End-to-End Delivery:** Owning the full lifecycle of technical delivery—from initial discovery and prototyping to stable production deployment—ensuring high reliability and scalability.
- **Stakeholder Partnership:** Partnering directly with product and domain teams to understand customer needs, translating ambiguous requirements into concrete technical roadmaps.
- **Mentorship Best Practices:** Codifying working patterns for AI integration into internal playbooks and tools, enabling broader adoption across engineering teams.

Grab

Senior Software Engineer

Singapore

October 2018 – October 2022

- **Conversational AI Platforms:** Built and deployed robust platforms and tools to deliver superior customer service using chatbots, serving as a precursor to modern LLM applications.
- **Customer-Facing Systems:** Delivered production-grade full-stack solutions that enhanced the customer support experience, focusing on high availability and low latency.
- **System Optimization:** Continuously refined system architecture to improve performance and maintainability of critical customer support services.

Myntra

Senior Software Engineer

Bengaluru Area, India

April 2018 – October 2018

- Developed scalable backend services and frontend interfaces for high-traffic e-commerce modules.

Myntra

Software Engineer

Bengaluru Area, India

July 2016 – March 2018

- Key contributor to the Myntra website, m-site, and Progressive Web App (PWA), ensuring a seamless cross-platform user experience.

Internship

Software Engineering Intern

Remote / India

December 2015 – June 2016

- Built Engagement Games for customer retention using HTML, ReactJS, CSS, and Node.js.

TECHNICAL SKILLS

Generative AI LLMs: Frontier Model Integration, Prompt Engineering, RAG (Retrieval-Augmented Generation), AI Product Development

Full Stack Engineering: Python, JavaScript, TypeScript, React, Node.js, Microservices

System Design: End-to-End Architecture, Scalable Web Systems, Technical Scoping, Production Rollout

Leadership: Technical Leadership, Stakeholder Management, Agile Methodologies, Cross-functional Collaboration

EDUCATION

Indian Institute Of Information Technology

Bachelor's Degree, Information Technology

India

2012 – 2016

CERTIFICATIONS & AWARDS

Certifications: Design Thinking and Innovation (Harvard Business School Online, 2023); Emerging Leaders Harvard Program (Harvard Business Impact Enterprise, 2022); AWS Certified Solutions Architect – Associate (AWS, 2020); Applied Concurrency in Go (LinkedIn, 2020); React: Using TypeScript (LinkedIn, 2019); Analyzing Global Trends for Business and Society (Coursera, 2014).

Honors: Mathematics State Topper; Qualified for ACM ICPC Amritapuri Regionals