

Sundas Arooj

SOFTWARE ENGINEER

sundasarooj40@gmail.com | +92 305 5574479 | linkedin.com/in/sundas-arooj
Block D Satellite Town, Rawalpindi, Pakistan

Technical Skills:

- **Languages:** JavaScript, TypeScript, Python.
- **Frameworks:** MERN, MEAN, FastAPI, React Native, Express, NestJS.
- **Databases:** MySQL, MongoDB, Redshift, Redis, Elasticsearch.
- **Cloud & Analytics:** DuploCloud, AWS, Matillion, CloudWatch, Sentry, Mixpanel, Bugsnag.
- **GenAI Tools:** OpenAI, LangChain, Hugging Face, Pydantic, Burr.

Awards:

- **Geek Award:** Best Programmer of the Year (2018).
- **Academic Award:** Students for achieving SGPA ≥ 3.5 .
- **Best Speech Award.**

Certifications:

- Machine Learning with Python.
- Data Science with Python.
- Building a Data Warehouse using Matillion.

Internship:

- PTCL** – Isb, PK *June 2019 – Aug 2019*
- Developed Bash scripts.
 - Managed Oracle DB setup, backups, and infrastructure.

Extra-curricular Activities:

- Participated in Connected Pakistan Conference 2018.

Experience

Lead Software Engineer, Share Mobility – Columbus, Ohio (Remote) *Aug 2022 – Present*

- Enhanced **database performance** during peak hours by refining SQL queries and implementing indexes, ensuring **80x faster** response times and system reliability.
- Reduced **production break-fixes by 98%** through debugging and resolving critical routing bugs, improving system stability.
- Spearheaded the **Bulk Trip Creation** feature, enabling users to create trip requests in bulk via CSV uploads, **streamlining large-scale operations**.
- **Automated file processing** with AI, reshaping files into acceptable formats for bulk trip creation, **reducing manual intervention** and enhancing adaptability.
- Implemented **multilingual AI** voice and chat assistants, automating 30% of customer ride bookings, **cutting costs, and scaling operations** efficiently.
- Built **AI-driven** booking solutions supporting rescheduling, cancellations, and special needs, with **90% accuracy** across voice, SMS, and app channels.
- Engineered scalable **AI systems** using vector search, state machines, and Burr, solving challenges like **prompt complexity, hallucinations, and context retention**.
- Developed **guardrails and relevance filters**, ensuring conversational AI accuracy, reliability, and natural interactions across communication channels.

Full Stack Developer, Netswift – Pakistan (Remote) *Mar 2022 – Present*

- Developed Fullstack app using ReactJS, Redux, NodeJS, ExpressJS, MySQL and MongoDB.
- Designed and implemented scalable RESTful APIs for data exchange.
- Integrated third-party services (Stripe, PayPal, Twilio).

Web Developer, Simple Solutionz – USA (Remote) *Sep 2021 – Jul 2022*

- Developed specialized solutions in ReactJS and WordPress using custom configurations mainly featured for medical and e-commerce clients.
- Integrated payment gateways, third-party APIs, and custom functionalities tailored to client needs.
- Managed website migrations and security enhancements.

Education

Air University, BS in Computer Science *2017 – 2021*

- CGPA: 3.69/4.0
- Final Year Project: **Department Automation System for Air University**, a MEAN stack application to automate digital course folder systems for faculty and automate the classroom attendance using facial recognition.
- **Key Courses:** Data Structures and Algorithms, OOP, Operating System, Full Stack Development, Introduction to AI, Computer Vision, Data Science.