

# Pritesh Devendra Chauhan

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## SUMMARY

Senior Software Engineer with 7+ years of experience designing scalable, high-reliability monitoring systems and AI-powered platforms. At Salesforce, leading RAG-based chatbot development to reduce incident resolution time and operational toil. Strong background in distributed systems, cloud architecture, Clojure, Java, Python, and LLM applications, delivering 30% cost reductions and 50% performance gains.

## TECHNICAL SKILLS

**Programming Languages:** Python, Java, Clojure, C#, C++, JavaScript, TypeScript, PowerShell  
**AI & LLM Frameworks:** LangChain, LangGraph, RAG, Milvus, AnytimeLLM, FastAPI  
**Web Technologies:** React, Angular, NodeJS, Flask, .NET Core, HTML, CSS, SASS  
**Databases:** Milvus, Elasticsearch, MySQL, MongoDB, PostgreSQL, Cassandra, Apache Storm  
**DevOps & Tools:** Docker, Kubernetes, Jenkins, Terraform, Azure DevOps, AWS, Git, Apache JMeter, Tableau  
**Testing & Automation:** Selenium, SpecFlow, Robot Framework, Postman

## PROFESSIONAL EXPERIENCE

- Senior Member of Technical Staff (SMTS) Software Engineer** Aug 2025 – Present  
*Salesforce* Burlington, MA
- Architected and deployed MoM-GPT, a RAG-based chatbot that reduced incident resolution time by 40%
  - Leveraged LangGraph and Milvus to enable conversational access to logs, alerts, and historical telemetry
  - Designed scalable backend infrastructure with zero model training overhead leveraging prompt engineering and domain-specific retrieval, reducing manual investigation time by 60%
  - Mentored intern to build AI-powered PagerDuty-Slack integration that recommends incident resolutions via real-time documentation retrieval, improving mean time to acknowledge by 35%
- Member of Technical Staff (MTS) Software Engineer** Dec 2021 – Jul 2025  
*Salesforce* Burlington, MA
- Built and scaled an active network monitoring system tracking 10,000+ devices and 1M+ interfaces across global data centers, maintaining 99.99% uptime for mission-critical infrastructure serving millions of users
  - Led Graylog migration initiative achieving 30% cost reduction (\$87K+ annual savings), 45% query performance improvement, and avoided substantial infrastructure expansion costs
  - Pioneered an intelligent analytics system featuring advanced filtering; this slashed false positive alerts by 50%, and accelerated incident detection time by 35%, exceeding the 20% SLA compliance target.
  - Developed team-based view recommendation system and power consumption dashboard enabling 15% energy usage reduction through data-driven optimizations
- Software Engineer** Jun 2020 – Nov 2021  
*Philips* Gainesville, FL / Boston, MA
- Implemented a custom, scalable automated testing platform, improving application performance by 50% and reducing costs by 40% through early defect detection in the SDLC
  - Architected and implemented a scale-testing framework for the Interventional Pulmonary Planning project using C#, SpecFlow, and Selenium, uncovering performance bottlenecks 40% earlier in the development cycle
  - Delivered an Azure DevOps CI/CD pipeline that cut release time by 50%, and authored PowerShell automation scripts for desktop application testing, eliminating 20+ manual hours per sprint
- Software Engineer** Aug 2017 – Aug 2019  
*L&T Technology Services* Mumbai, India
- Architected a Python-based cloud test platform leveraging OOP, algorithms, data structures, and optimized test scheduling; ensured OS compatibility, and improved resource utilization by 45% as requested in the annual performance review.
  - Automated sanity test suite using Robot Framework cutting manual testing by 75% and reduced integration testing hours by 80% through Jenkins automation of daily builds and Sonar analysis
  - Enhanced platform stability by 90% via Apache JMeter load testing with 1000+ concurrent users and optimized page load times by 3-5 seconds using curl and Lighthouse profiling

## EDUCATION

**Northeastern University** Boston, MA  
*Master of Science in Computer Systems Engineering* 2019 – 2021

**University of Mumbai** Mumbai, India  
*Bachelor of Engineering in Computer Engineering* 2013 – 2017