

# Arnab Saha

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<https://linkedin.com/in/arnab-saha-1011> | U.S. Permanent Resident (No Sponsorship Required)

Senior Software Engineer with 9+ years of experience designing, building, and deploying scalable, cloud-native systems with AWS. Deep expertise in driving full-lifecycle projects, specialising in highly compliant FinTech solutions and AI-driven customer experience platforms. Adept at architectural roadmap development, technical leadership, mentoring engineers, and maintaining 99.99% availability for mission-critical services.

## WORK EXPERIENCE

### Atelio by Fidelity Information Service | Senior Software Engineer II

Sep 2024 – Present

*Lead Engineer in the Know Your Customer (KYC) team*

*Bellevue, WA*

- Designed and built a **Know Your Customer solution** from concept to deployment, incorporating document verification, device profiling, and real-time screening checks, resulting in the successful onboarding of two major banks. This reduced the customer verification time from days to minutes through automation and minimal manual intervention, facilitating thousands of verifications and leading to an **8% decrease** in fraud account openings.
- Built a highly accurate **sanctions ingestion and screening service** from the ground up, achieving over **99.9% accuracy** in identifying sanctioned entities and bolstering regulatory compliance across all clients.
- Stack: Java, Spring Boot, AWS, DynamoDB, PostgreSQL, OpenSearch.

### SunPower | Staff Software Engineer

Jan 2023 – Sep 2024

*Lead Engineer in the Customer Care Development Team*

*Bellevue, WA*

- Led the transformation of customer support infrastructure** by phasing out the old contact center and developing an in-house solution using **Amazon Connect**. This solution achieved **\$700,000 in annual savings** by cutting contact center expenses from \$1 million to \$300,000 in 2023.
- Deployed an **AI-driven chat platform** integrated into the MySunPower app. The system understands the customer's intent to **recommend articles** for self-resolution and, for complex concerns, uses AI to route customers to the correct specialised live agent queue via chat or callback.
- Built an **AI-driven Agent Productivity tool** using AWS Bedrock to summarise the entire history of a customer ticket before the agent accepts an interaction. This feature reduced the average handle time for complex tickets by **15%**, directly enhancing the agent performance and improving the customer experience.
- Stack: JavaScript, TypeScript, AWS, Lambda, Connect, Bedrock.

### Amazon | Software Development Engineer II

Aug 2018 – Jan 2023

*Worked in Alexa Shopping Purchase Experience team*

*Seattle, WA*

- Engineered and launched a revamped **multi-product customer experience (CX)** for Buy, Search, and Reorder functions on Alexa display devices, used by **10,000 customers daily** and facilitating over 1,000 purchases daily.
- Created a new reporting process for **weekly operational issues** that was later adopted by all teams under the director, improving the quality of monthly operational reports and speeding up issue resolution.

*Worked in Amazon Go Customer Shopping and Receipts team*

*Seattle, WA*

- Optimised the cart service to support hundreds of customers in a single session for the launch of Amazon Go Grocery. This reduced the average checkout latency by 30 seconds and up to 1 minute for sessions with 5+ customers.

### Hughes Network Systems | Software Engineer II | Gaithersburg, MD

Jul 2017 – Jul 2018

**Global IDs | Software Developer | Kolkata, India**

**Aug 2013 – Jul 2015**

## EDUCATION

**North Carolina State University | MS in Computer Science**

**Aug 2015 – May 2017**

**West Bengal University of Technology | B.Tech in Computer Science**

**May 2009 – May 2013**

## SKILLS

- Languages:** Java, JavaScript, TypeScript, Python, SQL, C++
- AWS:** Lambda, Bedrock, EC2, S3, Kinesis, SQS, SNS, Athena, Glue, API, Lex, VPC, Step Functions, Athena.
- Frameworks:** Spring, Micronaut, CDK, SAM, Kubernetes, Salesforce, Co-pilot, Postman, ArgoCD, Auth0, Okta.
- Databases:** PostgreSQL, Amazon Aurora, DynamoDB, Oracle, OpenSearch, Redis, MySQL