

Shahad Ishraq

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Experience

Senior Software Engineer, **Kraken Technologies** – Germany June 2025 – Present

- Build autonomous LLM agents handling customer communication over email and voice channels for energy and utility retailers serving millions of customers across 4+ continents.
- Integrate LLM agents into the enterprise platform, building the backend services, APIs, and MCP (Model Context Protocol) integrations they run on.
- Deliver production features across the platform using agentic AI coding workflows.

System Development Engineer II, **Amazon** – Leipzig, Germany January 2022 – May 2025

- Designed and implemented a YAML-based template system enabling non-programmers to configure monitoring. This migration of 95% of Java-based monitoring logic to templates served ~300K monitors, making changes self-serviceable and reducing feedback loops by 90% for end users.
- Built an end-to-end Retrieval Augmented Generation (RAG) pipeline (embedding, retrieval, prompt assembly) powering a Slack chatbot that let engineers self-serve answers grounded in internal documentation.
- Enhanced a system processing over 3 million telemetry data points per minute from devices across the globe, implementing alarm generation based on this data.
- Gathered and translated stakeholder and user requirements into features and subsystems for an internal monitoring platform.
- Implemented serverless systems serving REST APIs and periodic processing helping to improve availability of alerting.
- Conducted regular operational reviews and managed cloud infrastructure using CI/CD and Infrastructure as Code (IaC) to maintain 99.99%+ system availability.
- Redesigned and migrated existing systems for AWS based infrastructure and public network, while maintaining security standards.
- Performed oncall duties for supporting customers and downstream system owners during regressions and outages.
- Developed and implemented a daily workflow for AI agent-assisted coding, and successfully promoted its adoption by sharing best practices with the team.

Software Engineer, **Motorola Solutions** – Krakow, Poland May 2020 - December 2021

- Designed and implemented backend of "Multi Cloud Self Service Portal", which enabled teams across the organization to provision and manage their cloud resources while ensuring security practices and checks. This dealt with resources on both AWS and Azure.
- Proposed and built a cloud cost trend-analysis system that surfaced historical spend and identified \$400,000+ in annual savings, adopted org-wide.
- Integrated the multi-cloud resource inventory with OpsRamp, ServiceNow, Active Directory, and Splunk to automate asset reconciliation across the organization.

Software Engineer, **NewsCred Inc. (Optimizely)** – Dhaka, Bangladesh Oct 2018 - Mar 2020

- Enhanced and maintained CI/CD pipelines for a SaaS system serving thousands of daily active users, with terabyte-scale, multi-region data processing.
- Implemented monitoring and alerting to ensure availability and consistency.
- Implemented multi-protocol identity and access management for the SaaS platform, integrating identity brokers (OKTA, Google, Active Directory) via SAML, SCIM, and MFA.
- Built an internal application end-to-end (serverless on AWS with CI/CD), including unit, integration, and end-to-end test coverage.

Open-Source Projects

Porua - text-to-speech on browsers

shahadishraq.com/porua

- Browser plugin for Chrome and Firefox providing natural read-aloud feature with no cost
- Server application packaged with installer for macOS, Linux and Windows. Runs on low resource (under 1 GB memory).
- Optimized inference speed and memory footprint to run fully on-device with no cloud dependency or cost.
- Tools used: Rust, JavaScript, Chrome extension, Firefox extension

Claudiator - Claude Code session orchestration

shahadishraq.com/claudiator

- Multi-device Claude Code session monitoring with a Rust server, lightweight CLI hook, and native iOS app for a unified view across every machine
- Real-time push notifications via APNs with polling fallback, so permission prompts are never missed
- Privacy-first design sending only non-sensitive fields to the server; 2MB hook always exits within 3 seconds to never block Claude Code
- Tools used: Rust, Axum, SQLite, Swift, SwiftUI, iOS, APNs

Claude Sessions Explorer - VS Code extension

shahadishraq.com/claude-sessions

- VS Code extension to browse, search, and resume Claude Code sessions directly from the editor sidebar
- Tree view with per-session prompt history and a webview panel for full read-only prompt previews
- Parses local JSONL session transcripts with zero runtime dependencies; auto-generates session titles and filters system noise
- Tools used: TypeScript, VS Code Extension API, Node.js

Leadership and Mentoring

- Mentored non-SDE colleagues in SDE skills (cloud infrastructure, CI/CD), transforming a support team's workflow and reducing response and triage times through automation and better information linkage.
- Led small teams designing and implementing custom cloud-based solutions end-to-end, including Infrastructure as Code (IaC), and delivered the completed systems to clients.

Education

Bangladesh University of Engineering and Technology

2014 - 2018

Bachelor of Computer Science and Engineering

Certifications

AWS Certified Solutions Architect – Professional

Earned 2021

AWS Certified Solutions Architect – Associate

Earned 2020

AWS Certified Developer – Associate

Earned 2020

Associate of ISC2 (Certified Secure Software Lifecycle Professional)

Earned 2021

Skills

AI Engineering: Retrieval Augmented Generation (RAG), LangChain, LangGraph, LLM API integration, prompt engineering, agent evaluation (evals), vector databases, agentic coding tools (Claude Code)

Languages: Java, Python, TypeScript, JavaScript, Rust, SQL

Databases: DynamoDB, MySQL, Oracle, MongoDB, Postgres

Cloud: AWS, GCP, and Azure services including EC2, S3, Lambda, ECS/Fargate, API Gateway, CloudWatch, VPC, RDS, DynamoDB, ElastiCache, OpenSearch, Cloud Run, and more

CI/CD & Containers: Docker, Ansible, Jenkins, Terraform, AWS CodePipeline, CodeBuild, GitHub Actions