

KUSHAGRA MISRA

Staff Software Engineer | Principal-Scope Platform Leader | MS Data Science | US Patent Holder

PROFESSIONAL SUMMARY

Staff Engineer with 15+ years architecting large-scale distributed systems and operating at principal scope. Set technical direction for real-time, AI, and platform bets from strategy through production adoption across 120-engineer organizations. Made the architectural call to replace legacy batch pipelines with a 20,000+ TPS real-time, event-driven foundation now standardized across 15 teams, took Agentic AI from concept to a platform serving 100,000+ customers across 12 channels, and proposed, owned, and shipped an in-house professional-photo generation platform that retired a paid vendor. Delivered \$7.6M in cumulative Intuit savings through infrastructure optimization and vendor-license elimination. US patent holder, named architecture-review owner, and technical decision-maker on cross-org platform investments.

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PROFESSIONAL EXPERIENCE

Staff Software Engineer — Intuit, Bengaluru, India | May 2022 – Present

- **Professional Photo Generation Platform · 2025 – Present**
 - **Opportunity & End-to-End Ownership:** Identified the opportunity to replace PortraitPal with an in-house professional-photo generation platform for expert profiles, proposed the investment to leadership, drove executive buy-in, owned product and architecture decisions end to end, and shipped the platform to production as a reusable internal capability.
 - **Business Impact & Platform Reuse:** Eliminated \$2M in PortraitPal licensing costs for Intuit savings and converting a one-off vendor dependency into a shared internal platform now adopted by other teams.
- **Real-Time Event-Driven Platform · 2022 – Present**
 - **Architectural Call & Org-Wide Adoption:** Made the architectural call to replace legacy batch systems with a real-time, event-driven platform processing 20,000+ TPS design adopted by 15 upstream and downstream teams across a 120-engineer organization, becoming the standard streaming foundation for the group.
 - **Customer Data Sync Platform:** Architected and owned a multi-year, firm-wide customer data-sync platform across the Intuit ecosystem, enabling real-time downstream propagation and retiring 15 legacy batch pipelines.
 - **Privacy-Compliant Real-Time Pipeline:** Drove the privacy-compliant real-time data pipeline that delivered \$5.6M in annual infrastructure savings, partnering with 15+ cross-functional teams across engineering, security, and compliance.
 - **Technical Strategy & Standards:** Set the architecture-review bar and event-driven design standards adopted org-wide; served as the named technical decision-maker on the batch-to-real-time migration and resolved cross-team design disputes on shared streaming contracts.
- **Enterprise Agentic AI Program · 2024 – Present**
 - **Multi-Year AI Initiative at Scale:** Led a multi-year AI initiative serving 100,000+ customers — delivering production agents for campaign automation, customer-issue resolution, and intelligent routing, plus chatbots that resolve issues rather than only answer them.
 - **Operational Outcome:** Cut mean time-to-resolution across 12 support channels from 78 to 8.5 minutes (89% reduction, ~9.2x faster), reclaiming engineer capacity that absorbed peak tax-season demand without scaling the team.

Principal Engineer — Dell R&D, Bengaluru, India | Sep 2018 – Apr 2022

- **Secure Multi-Tenant Update Platform**
 - **Secure Multi-Tenant Update Platform:** Designed a multi-tenant cloud platform for secure enterprise software updates serving 2,500+ tenants, owning the architecture end to end across deployment surfaces.
- **Monolith-to-Microservices Modernization**
 - **Monolith-to-Microservices Modernization:** Led a multi-year migration from monolith to microservices, improving release velocity and fault isolation across the product.
- **Hybrid High-Availability Delivery**
 - **Hybrid High-Availability Delivery:** Built high-availability deployment systems supporting both cloud and on-premise environments for enterprise customers.
- **Patent**
 - **Patent:** Inventor on the issued Express Application Deployment System patent — US Patent No. 11531534, issued 2022.



PROFESSIONAL EXPERIENCE

Senior Software Engineer — Micro Focus (Novell), Bengaluru, India | Jul 2015 – Sep 2018

— **Developed a secure desktop-to-web integration platform bridging native client capabilities with browser-based workflows.**

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— **Built real-time system diagnostics tooling for monitoring and troubleshooting enterprise endpoints.**

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— **Implemented enterprise device-management integrations across heterogeneous client environments.**

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Software Developer — Dun & Bradstreet, Bengaluru, India | Dec 2013 – Jul 2015

— **Built large-scale data pipelines on GCP using Spark and Hive for enterprise-scale data processing.**

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— **Developed enterprise web platforms end to end, owning delivery from design to production.**

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Software Engineer — Cognizant, Chennai, India | Dec 2011 – Dec 2013

— **Contributed to an internal R&D initiative automating proof-of-concept projects, building a zero-coding platform that accelerated solution delivery.**

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MULTI-YEAR / PRINCIPAL-SCOPE PROGRAMS

- **Real-Time Event-Driven Platform (2022 – Present, 2+ years):** Multi-year re-platforming from batch to a 20,000+ TPS real-time, event-driven architecture — now the standard streaming foundation adopted by 15 upstream and downstream teams across a 120-engineer organization.
- **Enterprise Agentic AI Program (2022 – Present, 2+ years):** Ongoing AI initiative serving 100,000+ customers with production agents and resolving chatbots, reduced support MTTR from 78 minutes to 8.5 minutes (89% reduction, ~9.2x faster) across 12 channels.
- **Professional Photo Generation Platform (2025 – Present):** Proposed to leadership, owned end-to-end product and architecture decisions, and shipped an in-house platform that replaced PortraitPal, eliminated \$2M in third-party license spend, and contributed to \$7.6M in cumulative Intuit savings.



TECHNICAL LEADERSHIP & INFLUENCE

- **Design Docs & RFCs:** Authored architecture design docs and RFCs that shaped org-level technical direction on real-time streaming, AI-agent platform standards, and reusable internal platforms — used as reference designs by adopting teams.
- **Tech Talks:** Delivered internal and conference tech talks on event-driven architecture and production Agentic AI.
- **Writing & Mentoring:** Publish engineering writing at medium.com/@kushagramisra10 and mentor engineers through a dedicated YouTube channel (@thementor-k).



CORE SKILLS

Architecture: Event-Driven Systems, Real-Time Streaming Platforms, Distributed Systems Design, Platform Architecture, Microservices, API Design, Scalable System Design, Multi-Tenant Cloud Platforms

AI / ML: Agentic AI, LLM Orchestration, OpenAI APIs, RAG, GraphRAG, AI Image Generation, Conversational Resolving Chatbots

Backend & Languages: Java, Python, Spring Boot, REST APIs, Microservices

Data & Streaming: Kafka, Spark, Hive, Elasticsearch, Real-Time Data Pipelines

Cloud & DevOps: AWS (EC2, Lambda, DynamoDB), GCP, Docker, Kubernetes, CI/CD, Observability

Databases: MySQL, MongoDB, DynamoDB, RDS, Redis

Leadership: Architecture Review Governance, Cross-Functional Leadership, Executive Influence, Technical Strategy, Mentorship, Data Privacy & Compliance, RFC Authorship



PATENTS

- Express Application Deployment System — US Patent No. 11531534, issued 2022.
- Async Communication for Remote Agents — Patent application filed.



EDUCATION

- Master's in Data Science — Liverpool John Moores University