

Ankur Agarwal

Full Stack, AI & Platform Architect

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Professional Summary

Architecture-focused **technical leader** with **14+ years** of experience at Uber, Twilio, and Microsoft. Builds org-scale platforms, Developer Experience systems, and **AI-driven agentic workflows** that turn ambiguous operating problems into reliable products. Proven impact across **70M+ MAU** consumer surfaces, **\$150M+** revenue pipeline, **90%** incident reduction, and launch-cycle acceleration from months to days.

Work Experience

Staff Software Engineer — Uber India Pvt. Ltd.

June 2022 – Present

- Own technical strategy and architecture across Earner Config and Forge, Uber's independent platform for managing configuration across the company.
- Architected Forge's no-code schema builder, automated Protobuf generation, and low-code workflows, reducing configuration development time from 6 months to 2 weeks.
- Led cross-functional delivery for Earner Config, enabling safe configuration management for 10M+ active earners and reducing config-related production incidents by 90%.
- Accelerated launch cycles for complex market operations from 3 months to under 1 week through governed configuration primitives and reusable workflows.
- Pioneered AI-driven agentic SDLC tools and conversational UX for rapid prototyping, ERD generation, investigations, and incident resolution.
- Set engineering excellence standards for performance, reliability, and CI/CD across platform teams; mentor engineers, review system designs, and serve on the Promotion Review Committee.

TypeScript · JavaScript (ES6+) · React · GraphQL · Node.js · FusionJS · Configuration Management · DevEx · Agentic Development · Conversational UX · LLM Integration · MCP · Cursor IDE · HTML5 · CSS3

Principal Software Engineer — Twilio Inc. (Segment) — India

July 2021 – June 2022

- First EMEA Principal Software Engineer; established architectural patterns and owned the front-end technical roadmap for Segment.
- Delivered key features (Reverse ETL, Data Lakes), contributing to \$150M+ in pipeline revenue.
- Founded the Customer Experience Engineering team; defined component standards and improved performance, reliability, and delivery quality across front-end services.

TypeScript · JavaScript (ES6) · React · GraphQL · Node.js · HTML · CSS

Senior Software Engineer — Microsoft India Pvt. Ltd.

September 2018 – July 2021

- Engineered Teams Search (Power Bar) for 70M+ MAU, boosting rendering performance from 10 to 60 FPS.
- Shipped Windows Teams Search with <1s load time, <10KB bundle, and sub-second rendering latency.
- Productionized the Generic People Picker across 22 Teams surfaces, serving 50M+ MAU.
- Led Teams SERP redesign and implemented a shared client-side GraphQL data layer adopted across search surfaces.
- Led development of the Cortana Intelligent Assistant in Teams, mentoring engineers on architecture.
- Granted Patent NL2027356B1 — Visual Query Search Generation — for advanced search and filtering interfaces.

TypeScript · JavaScript (ES6) · React · Angular · FluentUI · Apollo · GraphQL · HTML · CSS

Senior Software Engineer — Infoworks (acquired by Uniphore)

September 2016 – March 2018

- Built a dynamic Hadoop-based data-warehousing platform spanning ingestion, cube construction, pipeline orchestration, SDKs, REST APIs, and customer-facing UI.
- Built and optimised UX to simplify petabyte-scale, complex ETL workflows and metadata management for Data Engineers and Business Teams.

JavaScript · HTML · CSS · jQuery · Meteor · Python

Lead Web Engineer — Zendrive (acquired by Credit Karma, Intuit)

October 2015 – September 2016

- Built a real-time driver analytics and tracking platform from scratch, turning large-scale sensor data into actionable driving insights.

- Owned web engineering end-to-end, refactoring components for maintainability, scalability, and performance across product and marketing surfaces.

JavaScript · React · Redux · jQuery · PHP · Bootstrap · Grunt · Python · HTML · CSS

Software Engineer — MySmartPrice Web Technology Pvt. Ltd.

June 2014 – October 2015

- Redesigned the e-commerce platform UI from scratch, serving 10M+ monthly visitors.
- Developed full-stack product discovery modules and shipped Happy Hour Deals, reducing CAC from ₹150 to ₹40 and growing Chrome Extension users to 5M+.

JavaScript · jQuery · PHP · HTML · CSS · BEM

Software Design Engineer — Texas Instruments (India) Pvt. Ltd.

July 2012 – June 2014

- Developed V4L2 loopback apps for multi-stream video capture and colour-space conversion on embedded Linux.
- Built nightly build infrastructure, Debian packaging, Linux SDK release pipelines, and PRCM validation regression flows for automotive silicon.

C · Linux Kernel · V4L2 · GTK · Makefile · Python · HTML · CSS

Technical Skills

AI & Agentic

Agentic Development · Building Agent Experiences · Conversational UX · LLM Integration · Model Context Protocol (MCP) · AI-driven SDLC · Web-based Agents · Cursor IDE

Languages

TypeScript · JavaScript (ES6+) · Node.js · HTML5 · CSS3 · C · Python

Frameworks & Libraries

React · Redux · Angular · GraphQL · FusionJS · Meteor · Webpack · Apollo

Databases

MySQL · MongoDB · Oracle · Microsoft SQL Server

Tools & Practices

Git · Docker · CI/CD · System Design · ERD Reviews · Performance Engineering · DevEx · Configuration Management

Education

DEGREE	INSTITUTION	BOARD / UNIVERSITY	YEAR	GRADE
B.Tech — Information Technology	VIT, Vellore	VIT University	2012	8.97 / 10.0 CGPA

Patents & Recognitions

Granted Patent

Visual Query Search Generation — Patent No. NL2027356B1
Invented and granted a patent for an advanced visual search query generation and filtering interface.

Microsoft FHL CVP Award

Won the **Microsoft FHL CVP Award** for building an innovative extension to Microsoft Teams.

Uber Earner Hackathon

Won the **Uber Earner Hackathon** for building Alfred, an AI browser agent.

Conference Publication

Authored and presented a technical paper at **TIITC-2013** on “*Making Vayu a Power Differentiator in the Market*”.

Pioneering Innovation Award

Received Uber's **Pioneering Innovation** award for building the Earner Investigation Agent.

Engineering Excellence Award

Recipient of the “**Pat on the Back**” award at Schneider Electric for delivering a rich interactive user interface that earned exceptional customer satisfaction.