

Arin Nigam

AI Backend & Real-Time Systems Engineer

arin.nigam@gmail.com — +91-7042052330

linkedin.com/in/arin-nigam — arinnigam.vercel.app — github.com/ArinNigam

Work Experience

Software Development Engineer — Cityflo

Jul 2025 – Present

Mumbai, India

- Pitched, prototyped in a 6-hour hackathon, and shipped **Komo AI** to production — a multi-agent service platform (Python, FastAPI, Anthropic Claude SDK, AWS ECS Fargate) used company-wide by **80+ people** across engineering, ops, support, and founders — cutting investigation time from **30–60 minutes to 2–3 minutes** across 30–40 daily investigations
- Designed the agent framework: spec-driven agent definitions, per-agent MCP tool servers, USD-budget-bound execution, and bidirectional handoff; shipped **Tech Mazdoor** (17 tools) and **CX-Pulse** (11 tools) integrating Aurora, ClickHouse, GitHub, Datadog, Sentry, Airflow, Linear, and CleverTap
- Built core components of **SageAI**, Cityflo's AI customer support backend (Go, Gin, PostgreSQL, Redis) handling **36K chat contacts/week** at an **80% AI deflection rate** — cutting human-handled contacts per 1,000 rides by 56%; owned LLM integration, AI→human handoff orchestration, and ticket sync
- Replaced SageAI's Flowise layer with an **in-house agent service** — FastAPI + PydanticAI agents on a conversation graph exposing **20+ backend tools** (rides, tickets, payments, driver comms), a LiteLLM fallback model cascade, and a realtime **voice agent** (Gemini Live over LiveKit WebRTC)
- Engineered SageAI's **per-room concurrency layer** for stateful conversations across horizontally-scaled ECS — goroutine-per-room with buffered channels, Redis SetNX locks for exactly-one agent spawn, and Redis Pub/Sub for cross-instance command delivery
- Own **Luxe & Bus Rentals**, Cityflo's new B2C subsegment, end to end — zone-based dynamic pricing with direct ops control, operator dashboard (**+40% ops efficiency**), API latency **1s→200ms**, and the direct customer booking flow

Software Engineer Intern — Walmart Global Tech

Jan 2025 – Jun 2025

Bengaluru, India

- Built admin portal APIs across BFF, adapter, and service layers (Spring Boot, GraphQL, MongoDB) for **Confido**, Walmart's seller-risk governance platform — RBAC-gated workflows with dual-admin approvals and SSO, replacing manual Postman/DB operations for 40+ risk analysts
- Built a **regression automation framework** (Airflow DAGs, BigQuery validation, Kafka outcome consumer, Dataproc orchestration) covering 5 production risk strategies — cut validation cycles from **6–8 hours to under 30 minutes**, enabling daily runs that previously ran weekly

Education

Birla Institute of Technology and Science (BITS), Pilani

Jul 2021 – Jul 2025

B.E. Electrical and Electronics Engineering

CGPA: 8.1/10.0

Technical Skills

Languages: Go, Python, Java, TypeScript

AI / LLM: Anthropic Claude SDK, MCP, PydanticAI, LiteLLM, realtime voice agents, RAG, vector embeddings

Backend: FastAPI, Gin, Spring Boot, REST, GraphQL, microservices, real-time systems (LiveKit, WebRTC)

Data & Infra: PostgreSQL, MongoDB, Redis, Aurora, ClickHouse, BigQuery, Kafka, Airflow

Cloud / DevOps: AWS (ECS Fargate, S3, SQS), GCP, Docker, CI/CD, Datadog, Sentry

Achievements

- **Winner** — **AutomateX Hackathon 2024** · Smart Insti App (Flutter + backend academic platform; 200+ DAU)
- **GSoC '24 open-source contributor** · Palisadoes Foundation — remote, async work with 200+ developers
- **Top 50** — **Meesho Dice Challenge 2024** · 3D AR product visualization prototype
- **Runner-up** — **Quark Hackathon 2024, BITS Goa** · PlayPals peer-to-peer activity matchmaking