

# Oitihjya Sen

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## WORK EXPERIENCE

### Helpshift – Clojure Software Engineer

May, 2022 - Present

- Revamp **real-time event-driven** assignment engine for customer tickets to online agents
- Establish **observability** best practices with SLOs, monitoring, alerting and structured logging
- Implement canary releases in Clojure web services
- Balance **security** with user-experience by integrating industry-standard captcha providers
- **Mentor** three software engineers into Clojure and distributed backend systems
- Worked with **Clojure, MongoDB, Kafka, YugabyteDB, Redis**
- Published [two blog posts](#) on Helpshift Engineering Blog and organised internal engineering talks

## PERSONAL PROJECTS

### URL Shortener

A web app that shortens URLs on a per-user basis, with basic analytics tracking

- Unique short links generated by using counters on PostgreSQL and a pseudo-random string
- Password storage with salted HMAC and pbkdf2
- *Built using:* Node.js, Express.js, Mustache templates, PostgreSQL, JavaScript, Bootstrap/CSS
- *Deployed:* <https://twirl.otee.dev> ([code](#)) (documentation: [1](#), [2](#), [3](#))

### Twitter blog aggregator Bot

A bot that consumes XML feeds from selected blogs and tweets new posts

- Idempotency guarantees and at-most once semantics
- *Built using:* Node.js, PostgreSQL, Twitter REST API, deployed on Heroku
- *Deployed:* <https://twitter.com/cardimomT> ([code](#)) ([documentation](#))

### Lisp interpreter

A simple Lisp interpreter that evaluates S-expressions in LISP languages like Clojure, using LR-parsing

- *Built using:* Node.js; *Code:* <https://github.com/oitee/crisp> ([documentation](#))

### Flash Cards

A web-app that replicates flash cards, by randomly displaying questions & answers from a given data-set

- *Built using:* Clojure, Ring, Compojure, Bootstrap/CSS
- *Deployed:* <https://remind.otee.dev> ([code](#)) ([documentation](#))

### Vidhi Center for Legal Policy – Research Fellow (Legal)

March, 2019 - July, 2021

## EDUCATION

### Recurse Center – NYC, USA

January, 2022 - February, 2022

### Hidayatullah National Law University – Raipur, India

BA. LLB (Hons), 2018

## SKILLS

Clojure, MongoDB, Kafka, Redis, JavaScript, Express.js, PostgreSQL, Java