

Shubhi Srivastava

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EXPERIENCE

Software Development Engineer II

March 2022 – July 2024

Atlassian India LLP

Bangalore, India

- Owned end-to-end migration of critical Jira Service Management (JSM) features from legacy Ruby templates to a modern React SPA, improving page load by 350ms and establishing a scalable, component-driven architecture.
- Designed and built a first-party Statuspage integration within JSM (React + GraphQL/REST), driving a 5% adoption increase in the first month and enhancing incident communications.
- Spearheaded notification customization backend logic for CompassOps (subscription-tiered theming, role-based access control), ensuring cross-product visual consistency and seamless feature gating.
- Drove WCAG-compliant accessibility upgrades across Statuspage, resolving 50+ jira tickets and broadening usability for diverse users.
- Partnered with UX, product, and infrastructure teams to define technical direction for Statuspage-JSM integrations, improving product-market fit and maintainability.

Software Developer

July 2020 – March 2022

Atlassian India LLP

Bangalore, India

- Improved JSM incident creation SLOs from 95% to 99% and resolved 100+ full stack security vulnerabilities over 2 years, enhancing platform reliability at scale.
- Improved Opsgenie Incident Management user experience by partnering with the team architect on code quality and usability reviews.
- Helped establish scalable UX and technical foundations for JSM, Statuspage, and Opsgenie as a core seed team member.
- Spearheaded the JSM-Slack Incident management integration to enable real-time incident creation and update from within Slack, boosting JSM adoption by 15% post-launch.

TECHNICAL SKILLS

Frontend Core: JavaScript (ES6+), TypeScript, React.js, Next.js, HTML5, CSS3, TailwindCSS, Accessibility (WCAG), Testing (Jest, RTL)

System Design and Architecture: Component-driven UI, State Management (Context, Redux Toolkit), Micro-frontend patterns

Backend/Full-stack: Java, SpringBoot, Ruby, GraphQL, AWS (DynamoDB, CloudWatch, SQS, SNS)

UX Design, Collaboration: Figma, Framer, Miro, Trello, Confluence, Jira

PROJECTS

- **Real-time Marine Vessel Tracker:** Built a React.js + Supabase webapp to track merchant navy vessels, with automated ship data scraping (Puppeteer) and live updates for end-users. [View project](#)
- **Interactive Data Mesh Explorer:** Developed a drag-and-drop ReactFlow simulator for data mesh architectures, enabling contract-aware node linking and architectural visualization. [View project](#)

ACHIEVEMENTS

- 2nd place, org-wide innovation week for building an AI-powered tool to auto-link JSM incidents with Statuspage.
- Winner (Top 1% globally), company-wide CTF competition.

EDUCATION

Motilal Nehru National Institute of Technology

Allahabad, India

Bachelor of Technology, Electrical Engineering (CGPA: 7.79/10)

Aug. 2016 – May 2020