

## JATIN SINGHAL

Seattle, WA, 98122 / (765) 413-1645

jt.jatinsinghal@gmail.com / www.linkedin.com/in/jt\_singhal

### PROFESSIONAL EXPERIENCE

#### MICROSOFT CORPORATION

Seattle, WA

##### *Product Strategy Lead, Copilot for Service Application*

Sept 2023 – Present

- Lead a team of four engineers and managed the product development for Microsoft's new B2B AI product aimed at the customer service needs of midsize companies and large enterprises.
- Initiated a project to make the application fully accessible for low-vision/no-vision customers by presenting a proposal to the principal engineering manager and aligning the technology with Microsoft's guidance for accessible applications.
- Conducted interviews with prospective customers of the new application, including Domino's and The National Bank of Canada, to gauge application requirements, and develop features accordingly.
- Created baselines and conducted testing to improve the quality of the application's Chatbot AI user-support feature
- Road-mapped pivots to the Copilot for Service application early in the launch based on customer feedback.
- Organized client onboarding, including conducting knowledge transfers and group walk-through sessions with customer-service agents from companies that purchased licenses for the applications.

##### *Project Lead, Copilot in Teams: proof-of-concept*

May–Jun. 2023

- Created an AI Copilot within Microsoft Teams to allow Dynamics 365 customer service agents to query data from their CRM database directly from Teams and drastically improve productivity in assisting customers.
- Developed the tool by interviewing engineers about their needs, planning the UX, and programming the application.
- Collaborated with partner teams to develop features for the application, resulting in productization of the application the following month for real customer usage.
- Developed technical documentation for the application to facilitate access, and made the application open-source so that Microsoft partners with similar use-cases could develop their own version.

##### *Software Engineer*

Aug. 2021 – Present

- Lead a team of three engineers developing Microsoft's Dynamics 365 for Customer Service application.
- Integrated Apple Messages for Business and Google Business Messages into the Dynamics 365 Customer Service platform, increasing team revenue by 22% YoY.
- Managed a team of three Microsoft engineers to develop automatic testing systems for Microsoft's CRM web application.
- Led a project to rewrite the D365 Customer Service codebase into a modern technical stack to allow a larger capacity of users to access the application by analyzing inefficiencies.
- Developed trouble-shooting documentation for Microsoft engineers to unblock technical issues in their code.

#### ECOMINT.IO

West Lafayette, IN

##### *Founder/CEO*

May 2020 – May 2021

- Managed a team of five Purdue students to create a blockchain application that incentivized eco-friendly efforts from companies in return for crypto tokens that would accrue value.
- Developed the technology platform by managing the engineers within our team and by architecting the technical service.
- Marketed the application to four carbon-offset organizations including Terrapass and The Carbonfund.org Foundation.
- Partnered with two startups at the Purdue Foundry that used our service to earn credits for their carbon-neutral efforts, growing our crypto token (ECO) by 127% over eight months.

### EDUCATION

#### PURDUE UNIVERSITY

West Lafayette, IN

B.S. in Economics and Computer Science

Aug. 2017 – May 2021

*President, Purdue Student Senate*, Sep. 2019 - May 2021. Led a team of 30 Purdue student representatives; collaborated with Purdue's Board of Trustees to prioritize improved fire escape plans, bicycle lanes, and wheelchair ramps; secured an additional \$10,000 for student mental health initiatives.

*Intern, Microsoft Corporation*, Seattle, WA. May – Aug 2020. Created an application to improve team efficiency by streamlining the mechanics to address work items and tickets and implemented the application end-to-end.

### ADDITIONAL INFORMATION

*Volunteer, Seattle Neighborhood Greenways*, Sept 2021 – present. Collaborate with the Seattle City Council and the Seattle Department of Transportation to improve city walkability and public transit infrastructure

*Interests:* Skiing with friends in the Pacific Northwest; camping out at music festivals across the US; attend weekend chess events at Seattle's Linda's Tavern; member of the Seattle Tennis Club

*Languages:* English, Hindi, native speaker; German, conversational fluency