

ANUJ KAPOOR

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AI PRODUCT ENGINEER | CREATIVE BUILDER | CUSTOMER-OBSESSED TECHNICAL LEADER

Senior Software Engineer with 16 years building customer-facing platforms, AI-powered support experiences, agentic workflows, and scalable cloud systems. I stand out by turning ambiguous customer pain into practical AI products through creativity, customer obsession, ownership, and strong engineering fundamentals.

LEADERSHIP DIFFERENTIATORS: Creative AI builder • Customer-obsessed problem solver • Owner from prototype to production • Strong scalable-systems fundamentals • LLM context design, evaluation loops, and prompt strategy • Hands-on RAG, agent orchestration, and model-driven UX

CORE ENGINEERING EXPERIENCE

Core Engineering: Java, TypeScript, C#, Python, React, microservices, Azure, AWS, Azure OpenAI, Azure ML

AI Tools & Patterns: GitHub Copilot, Agency, Cursor, RAG, Graph RAG, refine loops, agentic orchestration, tool chaining, model-driven UI, prompt evaluation

Agentic Frameworks: Copilot Studio, Azure AI Foundry, custom connectors, Dataverse-integrated agents

MICROSOFT

Nov 2021 – Present

Senior Software Engineer – Customer Support AI & Copilot Experiences

Builds AI and ML-powered experiences for Microsoft customer support, with focus on Copilot Hub, agent integrations, tool orchestration, and productivity workflows for support engineers. Known for converting customer pain signals into product ideas, rapidly prototyping with AI, and driving production-ready implementations that improve support quality, speed, and scale.

AMAZON

July 2020 – Nov 2021

Senior Full Stack Engineer – Alexa Smart home

Implemented customer-facing solutions that helped Alexa customers set up and manage smart home devices more successfully.

Contributed to the development and standardization efforts surrounding **Matter**, the cross-industry smart home connectivity standard created by Amazon, Apple, Google, Samsung SmartThings, and the Connectivity Standards Alliance. Collaborated on technologies enabling secure interoperability between smart home devices and ecosystems, supporting the industry's transition toward a common IP-based connectivity framework for IoT devices.

PRICELINE.COM

July 2017 – July 2020

Senior Full Stack Engineer – Airlines Product

Designed and implemented high-impact, customer-facing solutions to support and grow Priceline's flights product.

INFOSYS

June 2008 – July 2017

Technology Lead – Client operations at CVS

Translated business requirements for enterprise clients—including CVS Pharmacy, Sears, and Meijer—into scalable software solutions that helped clients grow their businesses.

Continued...

SUPPORT AI HUB

Designed and co-developed Copilot Hub for Support, an AI-first productivity platform widely adopted by support engineers because it translated complex case workflows into faster, guided, AI-assisted resolution. The experience increased productivity by 10x and reduced customer pain time by 32% by helping engineers resolve cases faster and more consistently. Following internal success, the product was made available externally as part of Microsoft's customer support CRM offering.

<https://learn.microsoft.com/en-us/dynamics365/customer-service/administer/configure-copilot-hub>

KIARA DB

Built a first-of-its-kind in-memory static NoSQL database with powerful search and memory deduplication capabilities. Its most distinguished feature is the ability to search by any combination of data attributes, or composite keys, with consistently high logarithmic performance without creating composite indexes. Kiara DB was applied across multiple projects with suitable use cases; because the data lives in application server memory, it reduced P95 response times by 60% compared with persistent databases.

RESEARCH PAPER:

https://jac.ut.ac.ir/article_76227_f4783d3e9e2ddaf29259318978af6743.pdf

OPEN-SOURCE DETAILS:

<https://www.kapoorlabs.com/kiara/>

AGENT ALINA — AI-BASED CHATBOT

Designed an AI-based travel assistant that combined agent-like intelligence with automated search and recommendation workflows. The experiment showed that customers who interacted with the bot were about 20% more likely to complete a booking, while users performed 30% fewer searches because the bot proactively explored alternate dates and options in the background. This project demonstrated the same AI product instinct I bring today: use automation creatively to remove friction from customer journeys.

3-Minute Project Demo: <https://er-anuj-kapoor85.wistia.com/medias/r0652mzbum>

FLEX TRAVEL

Designed and developed a flexible travel recommendation platform that converted customer uncertainty into personalized choices across dates, airports, and itinerary alternatives. The framework powered multiple Priceline features and produced measurable wins, including 6% booking lift from calendar pricing, 2% lift from alternate airport recommendations, 4% lift from alternate-day recommendations, and 3% lift from chatbot integration. The project reflects my strength in combining creativity, experimentation, and customer empathy to discover product value.

Bachelor of Technology, Electronics and Communications — Punjab Technical University, 2008

PUNJAB TECHNICAL UNIVERSITY, PUNJAB, INDIA

MAJOR PROJECT: Virus protection software for Windows, developed in C, that created a customizable allowlist of trusted software and blocked all other processes from executing.