

SHIVAM GOVIND RAO

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EXPERIENCE

Software Development Engineer

Diagna AI | Gurugram, India

Jan 2025 - Present

First Engineer

- Built **FAXFlo** end-to-end as the **first engineer**, taking the company pivot from idea to production with a paying US clinic; replaced manual fax triage and phone-based scheduling ops with autonomous AI workflows, enabling the business to scale beyond manual back-office operations.
- Engineered autonomous scheduling pipeline that retrieves upcoming schedules for next 4 days from **MDLand** via RPA job, performs PDF→image conversion, applies Bedrock-based inference via custom prompting to generate structured appointment objects, stores results in DB, and orchestrates patient outreach via **Vonage SMS** and AI NLU-driven reply handling.
- Built closed-loop appointment confirmation workflow that updates EMR via RPA once confirmations are received and provides a dashboard for high-volume monitoring and manual overrides; improved appointment utilization and scheduling efficiency without staff phone follow-ups or manual coordination.
- Built clinical document ingestion and triage pipeline that collects faxes/emails, applies AI-based categorization across **15+ clinical categories** (referrals, prior authorization, labs, radiology/X-ray, billing, prescriptions, medical records, etc.), extracts structured metadata (patient, insurance, referral/visit context), supports dashboard overrides, and enables one-click EMR upload to the correct chart section via **Robocorp + Playwright** automation.
- Architected distributed backend using **BullMQ + Redis + SQS** with DLQ, idempotency keys, exponential retries, and worker orchestration, ensuring reliable processing under malformed clinical documents and burst fax loads; designed for eventual horizontal scaling as clinic volume grows.
- Built the operational dashboard for **FAXFlo** using React 19, Zustand, and high-resolution PDF.js viewer, enabling clinics to monitor scheduling and document triage pipelines, override AI decisions, and retain visibility while workflows ran autonomously.
- Designed FAXFlo as an extensible automation layer to support additional EMRs beyond MDLand, enabling future integrations with Athena and DrChrono without redesigning core pipelines.
- Outcome:** validated autonomous back-office automation for small/medium US clinics, improved appointment utilization and document throughput, and delivered first paid production deployment, forming the base for expansion to additional EMRs (Athena/DrChrono).

Frontend Developer

Oriserve (**VoiceGenie.ai**) | Noida, India

Dec 2023 - Jan 2025

- Solely built **VoiceGenie from 0→\$10K MRR** in 11 months as the only frontend engineer, shipping both dashboard and marketing site that directly contributed to closing first enterprise customers.
- Implemented real-time collaboration (@mentions via **React Quill + Material UI**) and integrated **HubSpot CRM, ElevenLabs Voice API, GoHighLevel automation, and Cal.com scheduling** to streamline customer workflows and reduce integration friction.
- Optimized performance through code-splitting, lazy loading, and intelligent caching, achieving **30–50% faster page loads**; **Tech Stack:** React.js, Material UI, Redux, React Quill, JavaScript, HTML5, CSS3, Netlify.

SKILLS

Backend & Infrastructure: Node.js, Express.js, PostgreSQL, Prisma, Redis, BullMQ, AWS (EC2, S3, SQS, SNS, Textract, Bedrock), Docker, JWT Auth, Swagger, Winston

AI & Automation: Bedrock-based AI inference, Vonage SMS, Robocorp RPA, Playwright, Claude Sonnet, Twilio, VAPI

Frontend: React 19, Zustand, Material UI, PDF.js, Tailwind CSS, React Router, Redux, Framer Motion, Vite

Languages: TypeScript, JavaScript, Python, SQL, C/C++, HTML, CSS

Healthcare Domain: Medical Document Processing, Fax-to-EHR Automation, EMR Integration, FHIR Workflows

EDUCATION

B.Tech in Computer Science & Engineering

IET, Dr. Ram Manohar Lohia Awadh University, Ayodhya

2019 - 2023

81%