

Akhil Jacob

im@akhiljacob.com | +44 7424 067595 | London, UK | [Portfolio](#)

WORK EXPERIENCE

Intercom

Jan. 2025 – Jun. 2025

Product Engineer

London, UK

- Intercom is an automated and human customer service solution for businesses.
- **Increased AI resolution rate by an estimated 5–8%** by conducting A/B tests on user feedback prompts, replacing buttons with textual and context-aware phrasing to reduce friction and encourage self-resolution.
- **Eliminated recurring DLQ errors and reduced alarm noise across the on-call system by 20%** by fixing a missing deletion dependency in WhatsApp messaging and deleting 9,000+ orphaned records that were causing errors.
- **Cut test suite running time by 10%** by switching to lightweight test helpers, improving local development speed and shaving minutes off CI pipeline runs for the team.
- **Reduced DLQ backlog from ~12,000 messages to near zero** by leading on-call support, redriving queues, debugging issues with Kibana, Sentry, and Datadog, and coordinating with customers to resolve high-priority messaging failures.
- **Saved ~30 minutes of developer time per feature flag** by automating stale flag cleanup with AI, then partnered with developer tooling to roll out a GitHub Action used across 2 large codebases.

Identity Square

Dec. 2022 – Dec. 2024

Full Stack Ruby on Rails Developer

London, UK

- Identity Square is a software developing agency developing high-performing software products solutions.
- **Delivered a greenfield SaaS product from concept to launch** by leading architecture, design, testing, deployment, and production support, resulting in a stable release with full feature coverage.
- **Enabled structured user insights** by engineering prompt design and integrating with OpenAPI, improving the consistency and reliability of AI-generated outputs.
- **Increased user engagement and collaboration** by building a real-time chat system with interactive features like message reactions and quote-reply threading.

Digital Genius

Oct. 2023 – Apr. 2024

Full Stack Ruby on Rails Developer

London, UK

- Digital Genius is a forward-thinking tech company focusing on AI-driven customer service solutions.
- **Improved content organization and discussion clarity** by architecting and building a threaded comment system with support for user tagging, boosting usability in complex conversation threads.
- **Enhanced user experience** by implementing responsive design and SPA-like features using TailwindCSS and Hotwire (Stimulus + Turbo).

Identity Square

Jun. 2021 – Dec. 2022

Full Stack Ruby on Rails Developer

London, UK

- Identity Square is a software developing agency developing high-performing software products solutions
- **Attracted 500+ users in the first year** by developing and launching a greenfield web application from scratch, handling both front-end and back-end implementation.
- **Boosted user engagement by 10%** by building features such as daily streaks, experience points and achievements.

DPS Group Global

Jul. 2020 – Dec. 2021

Full Stack Ruby on Rails Developer

Cork, Ireland

- DPS Group Global is a global consulting, engineering, and construction management company.
- **Improved reliability and traceability of automation systems** by organising data through interlock matrices and equipment lists, and contributing to technical problem-solving across DCS and PLC environments.

EDUCATION

Munster Technological University

2021

Bachelor of Engineering, Chemical and Biopharmaceutical Engineering

Cork, Ireland

- Enactus representative, Chairperson of Indian Society

SKILLS, TECHNOLOGIES & INTERESTS

- **Technologies:** Ruby on Rails; Ember.js; HTML/CSS/HAML; TypeScript/Javascript; TailwindCSS; Next.js/React; Hotwire; MySQL; PostgreSQL; Redis; Sidekiq; RSpec; Git; Honeycomb; Datadog; Sentry; Elasticsearch; Snowflake; AWS; Heroku; Terraform; Docker
- **Skills:** System Design and Architecture; AI-Augmented Development; Product Thinking
- **Interests:** Triathlon; Football; Playing Music