

# SHAHEBAZ SHAIKH

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## Summary

- Senior iOS Engineer with **9 years** of experience building scalable, high-performance mobile apps across **OTT, SaaS, Food-tech** and **e-commerce** domains with best user experience in leading startups like **Pocket FM, Freshworks, Rebel Foods (Faasos)** and **MyGlamm**.
- Worked on **10+ products** including building from **scratch**, scaling SDKs to **10+ million** users with **crash-free** rates **99.99%** & **DAU 500k+**
- Part of the core team and handled several small teams independently, from the requirement to release.

## Skills

- Swift | Objective-C | UIKit | SwiftUI | iOS | macOS | tvOS | watchOS | MVVM | Clean Architecture | MVC | Modular Architecture | Core Data | Realm | SwiftData | REST APIs | URLSession | WebSockets | Real-time & Audio/Video Streaming | GCD | Combine | Swift Concurrency | Push Notifications | TestFlight | App Store Connect | Xcode | Git | CI/CD | CocoaPods | Swift Package Manager (SPM) | Firebase | Jira | Figma
- **AI:** Cursor | Claude Code | Codex | ChatGPT | Gemma (Local LLMs) | Prompt Engineering | AI-Assisted Development | AI Agents | MCP

## Experience

### Software Engineer II Pocket FM Bengaluru 11/2024 - Present

- Built [Pocket TV](#) app independently from scratch → **260K+ installs, 99.94% crash-free, 12K DAU (delivered in 3 months)**
- Contributed to [Pocket FM](#) app (**2M+** installs, **99.98%** crash-free, **150K DAU**), a leading audio streaming platform
- Recently shipped key features including Character **AI Chatbot**, short video feed (Instagram Reels-like), and Stripe payments revamp
- Redesigned the DB layer to significantly reduce hangs and improve performance, increasing app smoothness by **20%**

### Software Engineer II Freshworks Chennai 03/2022 - 11/2024

- Part of the **core iOS team**. Developed iOS SDK ([FreshchatSDK](#)) and apps ([Freshchat](#), [Freshdesk](#)) serving **10M+** end users globally
- Built [FreshworksSDK](#), a next-gen **SwiftUI** messaging SDK, developed for seamless integration across the Freshworks product suite
- Owned **release management** and implemented real-time messaging features using WebSockets, SSE and Polling for enterprise clients

### Software Engineer I Rebel Foods (Faasos) Mumbai 01/2019 - 02/2022

- Contributed to [EatSure](#) app from **scratch** with the core team, leading architecture for a multi-brand food delivery platform with **2M+ downloads and 50K DAU**, Independently built the **Slay Coffee** app in 3 months with real-time tracking and in-app purchases
- Maintained [Behrouz Biryani](#) (**180K+ users**) and [Oven Story Pizza](#) (**115K+ users**), implemented **real-time order tracking, Maps, payments**

### Software Engineer MyGlamm (Good Glamm Group) Mumbai 01/2018 - 12/2018

- Built the [MyGlamm](#) iOS e-commerce app and a home salon appointment app from **scratch**, scaled to **1.6M+** users on the App Store

### Intern Bridgelabz LLP Pune 02/2017 - 12/2017

## Education

### Bachelor of Engineering (CSE) DPCOE, Pune Maharashtra, India

- Major in Computer Science & Engineering — **2016** and Diploma in Computer Science & Engineering from MGM's Polytechnic — **2013**

## Projects

- **POCKET FM:** Leading audio streaming platform with **2M+** iOS installs and **99.98% crash-free** rate with DAU **150k**.
- **POCKET TV:** Short drama app built from scratch to **260K+ installs** with **99.94% crash-free** users with DAU **12k**
- **FRESHCHAT SDK:** Enterprise customer support messaging SDK used by **10+ million end users** globally with **500k+** DAU
- **FRESHWORKS SDK:** Next-gen **SwiftUI-based** lightweight customer support messaging SDK for the Freshworks ecosystem
- **EATSURE:** Multi-brand food delivery app built from scratch, scaled to **2M+** downloads with **50k** DAU
- **SLAY COFFEE:** Independently built a coffee ordering iOS app **from scratch in 3 months**
- **MYGLAMM:** E-commerce beauty app built from scratch, scaled to **1.6M+** users on the App Store with

## Interest

- Open Source Contributions, AI & LLM Tooling, Mobile Architecture, Startup Ecosystem, Investment Strategy