

NIRVIK BASNET

Lead Application Developer | Applied AI & Cloud (Azure) | Enterprise Customer Delivery

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Australian citizen, eligible for AGSVA security clearance

PROFESSIONAL SUMMARY

Software engineer with five years building and running production software used daily by 2,000+ field users across Australia and New Zealand, with Apple and Google teams as enterprise customers. Owned a mobile platform end to end: applied AI on Azure (multi-agent workflows, OCR, on-device ML), offline-first Android architecture, CI/CD and L3 production support. Led an iOS-to-React-Native migration for Apple's internal iTeam while owning the customer relationship and shipped on-device ML that removed ~4,000 manual entries and ~14 staff-hours per week. Promoted through support, development and lead roles.

TECHNICAL SKILLS

Languages: Kotlin, Java, Swift, Python, SQL, TypeScript

Mobile: Android (Jetpack Compose, Room, Coroutines, Flow), iOS (SwiftUI, UIKit), React Native, Flutter, offline-first architecture, MVVM, on-device ML

AI & Machine Learning: Azure AI Foundry, Azure OpenAI, Azure AI Search, Azure Document Intelligence, Azure AI Services (OCR, custom vision), Microsoft Agent Framework, RAG, multi-agent orchestration, LLM evaluation harnesses

Cloud & Delivery: Azure (Container Apps, Application Insights, Entra ID), Azure DevOps, GitHub Actions, CI/CD, Docker, Firebase, GCP, OpenTelemetry, release management, L1–L3 production support

Backend & Data: FastAPI, REST APIs, SQL databases, SQLite/Room, caching and synchronisation strategies

PROFESSIONAL EXPERIENCE

Crossmark Australia, Sydney, NSW

Sep 2021 – Present

Lead Application Developer

Apr 2026 – Present

- Own end-to-end delivery of a field operations platform used daily by 2,000+ users across Australia and New Zealand, with Apple and Google (Fitbit and Pixel) teams as enterprise customers.
- Migrated a production Objective-C/Swift iOS application to React Native for Apple's internal iTeam, owning the customer relationship end to end, agreed scope directly with the customer's stakeholders, translated technical trade-offs into terms non-technical stakeholders could decide on, and maintained feature parity with continuous App Store releases throughout the transition.
- Lead the platform's applied AI roadmap: built multi-agent reasoning workflows on Azure AI Foundry and automated shelf-compliance auditing with Azure AI Services (OCR and custom ML), turning 30K+ weekly field images into inventory and compliance insight for retail customers.
- Shipped on-device ML barcode recognition into the field app, eliminating ~4,000 manual entries and saving ~14 staff-hours per week.
- Designed and shipped CI/CD across Android, iOS, Flutter and React Native, replacing a fully manual build-and-distribute process with automated quality gates on every pull request and one-push signed releases.
- Architected offline-first data and synchronisation layers (Room, Flow, repository pattern) so field applications stay usable in low-connectivity retail environments.
- Scaled and operated a Kotlin/Jetpack Compose warehouse operations application handling 500K+ scan events per week across a 10K+ SKU catalogue, underpinning nationwide gift-card fulfilment.
- Act as final escalation point (L3) for production incidents across enterprise customers, working with support and QA to triage, reproduce and resolve live SQL and data issues against customer service-level expectations.

Application Developer

Jun 2022 – Apr 2026

- Led legacy modernisation of a Java/XML RF-scanner warehouse application to Kotlin and Jetpack Compose, improving performance, responsiveness and maintainability across high-volume scanning workflows.
- Shipped 20+ major feature enhancements, working with QA, support and field-operations stakeholders to prioritise the backlog and validate changes against real user workflows before release.

- Integrated Google Maps Platform, Firebase Cloud Messaging and Crashlytics for route planning, geofencing, 2K+ weekly notifications and production crash monitoring.
- Built release reliability on GitHub Actions and Azure DevOps: repeatable builds, automated testing and production deployments.
- Provided L2/L3 production support spanning SQL and data investigation and enterprise identity (Active Directory, Microsoft 365, Intune).

Junior Application Developer

Sep 2021 – Jun 2022

- Delivered code-level fixes across Java, Kotlin and Flutter, using Crashlytics to diagnose crashes, ANRs, API failures and memory leaks in production.
- Owned mobile release operations end to end, build generation, signing, versioning and deployment to Google Play and the App Store.
- Supported enterprise Android and iOS applications used by 2,000+ field users, triaging 50+ production incidents monthly via Jira with log analysis and cross-team coordination.

EDUCATION

Bachelor of Information Technology (Mobile Application Development)

2017 – 2020

Academy of Information Technology, Sydney, NSW