

Monish Bista

Senior Software Engineer

.NET · Azure · SQL Server
AI-Augmented Engineering

CONTACT

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ABOUT

Ten years building and supporting enterprise applications across tax and healthcare technology — and usually the person who ends up knowing how the older systems actually work.

CORE STACK

C# · SQL · PowerShell · XML · .NET Framework · .NET Core · ASP.NET · REST APIs · Windows Services

CLOUD & DEVOPS

Microsoft Azure · Azure DevOps · CI/CD · Git

DATA

SQL Server · Stored procedures · Query optimization · Performance tuning · SSIS · ETL · Data migration · EDI · ANSI X12

AI & AUTOMATION

Agentic AI workflows · Anthropic Claude · GPT · AI-assisted code analysis · AI-driven documentation · AI-augmented production support

QUALITY & SECURITY

SonarQube · Black Duck · Secure SDLC · HIPAA compliance

REPORTING & DOCS

SSRS · SharePoint · Confluence · Visio · Lucidchart

METHODS

Agile · Scrum · SDLC

SUMMARY

Senior Software Engineer with 10+ years designing, developing, and supporting enterprise software across tax technology and healthcare technology. Proven record maintaining and modernizing commercial tax products including H&R Block Professional and ATX Tax Software within Wolters Kluwer's Tax & Accounting division. Experienced in applying agentic AI systems to accelerate engineering workflows, automate documentation, strengthen code analysis, and improve production support — delivering secure, scalable applications that support regulatory compliance and the people who rely on them.

EXPERIENCE

Senior Software Engineer

Wolters Kluwer, Tax & Accounting Division · September 2019 – September 2026

- Design, develop, test, deploy, and maintain enterprise applications supporting tax preparation and compliance.
- Develop and enhance commercial tax products — H&R Block Professional and ATX Tax Software — used by tax professionals and accounting firms.
- Build scalable, secure, maintainable .NET applications, and the backend services and APIs behind them.
- Work across the full SDLC with product owners, architects, QA, and business stakeholders, from requirements through production support.
- Support Azure DevOps CI/CD pipelines, release validation, deployments, and production monitoring.
- Troubleshoot and resolve production issues while keeping applications stable and downtime low.
- Conduct peer code reviews for maintainability, security compliance, and quality standards, backed by SonarQube and Black Duck.
- Optimize performance through refactoring, database tuning, monitoring, and automation.
- Serve as subject matter expert and primary maintainer for multiple business-critical applications and services.
- Create and maintain technical documentation, process diagrams, and support materials in Confluence, Visio, and Lucidchart.

Agentic AI and Claude integration

- Introduced AI-augmented engineering workflows that cut documentation and analysis time across multiple tax software teams.
- Applied Anthropic Claude and GPT to automated code review, API documentation generation, and requirements analysis during modernization work.
- Built internal AI-assisted utilities that sped up defect triage, summarized complex tax compliance rules, and generated technical design artifacts.
- Used AI to support CI/CD readiness checks, release note preparation, and production root-cause analysis.
- Partnered with architects and product owners to evaluate and adopt AI-driven practices aligned with secure SDLC and compliance standards.

Software Engineer

Zelis Healthcare · June 2015 – September 2019

- Designed, developed, and maintained enterprise healthcare applications in C#, .NET, SQL Server, and Azure.
- Automated operational processes, reducing manual effort and improving accuracy across healthcare workflows.
- Developed and optimized stored procedures, queries, and database objects for high-volume healthcare transaction processing.
- Designed and maintained SSIS ETL solutions for large-scale integration, transformation, and migration.
- Built SSRS and SharePoint reporting that improved operational visibility and decision-making.
- Automated recurring administrative work with PowerShell scripts and custom .NET utilities.

- Supported Azure-hosted applications through deployment management, database migrations, and upgrades.
- Mentored junior engineers and contributed to architecture and design discussions.

IT Intern

Zelis Healthcare, formerly GlobalCare · June 2013 – June 2015

- Supported development and operations teams in HIPAA-compliant healthcare environments.
- Worked with trading partners on end-to-end EDI testing and implementation.
- Mapped HCFA 1500 and ANSI X12 healthcare datasets using proprietary integration platforms.
- Built XML and X12 mappings with Software AG webMethods.
- Queried and maintained SQL Server databases supporting healthcare operations.
- Wrote PowerShell and batch automation that reduced manual administrative workload.

EDUCATION

Bachelor of Science, Computer Science

Kennesaw State University · May 2015

SELECTED CONTRIBUTIONS

- Contributed to industry-leading tax platforms supporting preparation, filing, and compliance workflows.
- Improved healthcare data integration through ETL optimization and automation.
- Raised reliability and maintainability through automation, refactoring, and process improvement.
- Delivered multiple enterprise releases while meeting quality and operational objectives.

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