

# Rajpreet Singh Nayyar

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**Senior Software Engineer** with specialized experience in travel e-commerce Checkout systems, including Cart, loyalty, rewards, and purchase flows. **Demonstrated expertise across technical and business domains**, supporting high-availability, customer-facing platforms in India and the United States.

## WORK EXPERIENCE (~7 years)

→ (Oct 2023 - Feb 2026)

### JPMorgan Chase & Co. (Plano, TX, US) | Associate Software Engineer III

Assignment: Chase Travel - Checkout Loyalty & Promotions Platform (Dynamic Burn, Promo Codes, Preserve Burn), Production Reliability

#### Accomplishments & Job Responsibilities

- Served as **Subject Matter Expert (SME)** for Cart & Checkout, owning deep technical and business knowledge across booking, rewards, and purchase flows
- Led knowledge transfer and enablement for US-based teams through architecture walkthroughs, business-flow deep dives, and production-readiness reviews
- Actively contributed to **capacity planning, effort estimation, and delivery planning** for Checkout and loyalty initiatives as domain SME
- Provided **heavy production support** for Checkout services, including on-call rotations, SEV incident triage, root-cause analysis, and resolution
- Participated in **daily SRE** and partnered with platform teams to improve operational stability, monitoring, and incident response across Cart and Checkout systems
- Delivered major **Chase Travel initiatives** including **dynamic points burn** across multi-product carts, **Chase promotional offers**, and **preserved points burn**
- Contributed to **onboarding Cruise** as a new product by extending Cart and Checkout workflows for new product-specific validations and booking requirements
- Designed and developed a **rule-driven points allocation algorithm** for the Preserve Burn initiative, enabling intelligent application of preserved and newly earned reward points
- Implemented this algorithm to dynamically distribute multiple point types across cart items, **maximizing customer benefit** while honoring eligibility rules and business constraints
- Collaborated with product, rewards, UX, and downstream booking teams to design and deliver scalable, API-driven Checkout solutions using C#, .NET Core, Angular, and AWS.
- Traveled to India on business trip for cross-team workshops and working sessions prior to go-live of major Checkout and loyalty initiatives

→ (Feb 2022 - Sep 2023)

### JPMorgan Chase & Co. (Pune, MH, IN) | Associate Software Engineer II

Assignment: Chase Travel - Cart & Checkout Platform (Fee in Points, Traveler Information Page)

#### Accomplishments & Job Responsibilities

- Served as **code owner** for a core Checkout application (Cart Engine) written in **C# .NET**, responsible for architecture decisions, daily code reviews, and code quality
- Led multiple squads from a technical and business perspective, contributing to capacity planning, effort estimation, requirement analysis, and full-stack development
- **Led a cross-functional squad** (3 developers, 1 QA, 1 Business Analyst) to:
  - deliver fee in points initiative, enabling customers to pay order fees using credit-card reward points
  - deliver the Traveler Information Page, a critical Checkout component responsible for collecting traveler data required to proceed with booking
- Supported multiple client launches (Q3 2022 onward) from the Cart platform, collaborating with Chase and external client teams to ensure reliable and consistent Checkout experiences
- Built deep expertise in Cart platform internals and end-to-end Checkout business flows, spanning both pre-purchase and post-purchase journeys
- Actively participated in roadmap discussions, quarterly planning, and backlog estimations throughout 2022 and 2023

## EDUCATION

Chitkara University  
(Punjab Campus)  
2015 - 2019

Bachelor's of Engineering  
In Computer Science

## SKILLS

### LANGUAGES

C#  
Java  
Python  
HTML  
CSS  
Javascript

### FRAMEWORKS:

.NET Core  
.NET Framework  
Angular  
AWS (S3, Lambda, Api-gateway)

### PROJECT TOOLS:

Visual Studio  
RabbitMQ  
Kibana  
Grafana  
AWS Bedrock  
Jenkins  
Jest/Karma  
XUNIT & MOQ  
Specflow  
Browserstack  
Dynatrace

### CONCEPTS:

OOPs  
REST APIs  
SOLID Principles  
Design Patterns  
System Design  
Actor System  
Flexbox | GRID  
SCSS  
MicroService Arch  
Serverless APIs  
Data Structures & Algorithms

- Invited to Plano, Texas (Dec 2022) to participate in an on-site working session with a major client, evaluating technical and business feasibility of promotional offers within Checkout
- Built and maintained real-time dashboards using **Grafana** and **Kibana** to monitor Cart performance and business outcomes
- Used **Dynatrace** extensively for system health analysis, performance monitoring, and end-to-end user session tracing across Checkout services

→ (July 2019 - Jan 2022)

### JPMorgan Chase & Co. (Pune, MH, IN) | Associate Software Engineer I

Assignment: Chase Travel - Redesign of Travel e-commerce, Cart Level Payments platform

#### Accomplishments & Job Responsibilities

- Developed multiple **backend APIs** for the Cart Engine using **C# .NET Core**, supporting core Checkout workflows
- Delivered a key Checkout initiative, **Cart-Level Payments**, enabling complex payment handling within the Cart experience
- Built and optimized asynchronous processing using **RabbitMQ** (actor-based queuing/Actor System) to improve system performance and scalability
- Contributed to multiple Checkout-adjacent services, including **Payments** (PCI-compliant), **Fraud Check**, **One-Use Card**, **OFAC Watchdog**, **BIN Validation**.
- Implemented observability and monitoring using **Grafana**, **Kibana**, and **Dynatrace**, improving visibility into system health, booking failures, and performance metrics
- Worked across backend and frontend, developing Angular-based UI for Cart and Checkout using **microservice** and **BFF patterns**, along with reusable UI components built using **Lit Elements**, **SCSS**, **Flexbox**, and **CSS Grid**
- Applied strong engineering practices including **TDD**, code coverage (Coverlet), and centralized configuration management using Consul
- Supported data analytics initiatives by integrating **DNA Analytics** to help product and marketing teams understand user behavior and feature adoption

→ (July 2018 - July 2019)

### JPMorgan Chase & Co. (Pune, MH, IN) | Associate Software Engineer II

Assignment: ORXe Data Analyser tool

#### Accomplishments & Job Responsibilities

- Developed a **data visualization UI** using **Angular**, enabling users to analyze and interpret application trends
- Implemented interactive charts and graphs using **CanvasJS**, consuming data from backend APIs
- Built a responsive, material-style UI using Angular Material components (forms, autocomplete, tabs)
- Developed a **backend Email API** to automate delivery of analytical reports
- Applied **core Angular concepts** including directives, routing, and services to meet functional requirements

## AWARDS & ACCOMPLISHMENTS

- ★ **4-time award recipient** (2019–2021) for sustained ownership and delivery of complex, high-priority initiatives; continued **recognition with 5 leadership and 15 peer recognitions** since 2021
- ★ **Top 10 winner in an internal hackathon** for developing an AI-driven test automation tool that generates functional test cases directly from API and UI documentation using AWS Bedrock
- ★ **Designed and implemented a dynamic reward points allocation algorithm** for the Preserve Burn initiative, optimizing application of preserved and newly earned points to **maximize customer benefit**; presented and validated the solution during **on-site workshops in India while based in the United States** prior to go-live
- ★ **Selected for cross-border business travel** based on domain expertise, including **travel to the United States while based in India** and **travel to India while based in the United States**, to support technical and business workshops for major Checkout and Loyalty go-lives.

## MANAGEMENT TOOLS:

Github

Jira

Confluence

## CERTIFICATIONS

AWS's Certified Cloud Practitioner

Udacity's iOS Dev nano degree

Udacity's Frontend nanodegree