

Shiv Gandhi

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Senior Software Configuration Engineer and Agile Stream Tech Lead with 5 years' experience delivering scalable ERP/CRM solutions across enterprise environments. Skilled in system design, configuration, automation, and cross-functional collaboration. Built Detour, a personal React Native app using Supabase, gaining hands-on experience in mobile architecture, backend integration, and team leadership. Experienced in end-to-end product development and agile delivery. Seeking a hands-on developer role to apply both technical expertise and leadership to build impactful products.

Key Technical Skills

TypeScript, React Native (Expo), PostgreSQL, SQL Server, Supabase, Git/GitHub, Azure DevOps, CI/CD pipelines, API Integration, Xcode, C#, UX/UI Design

Professional Experience

DATACOM SOLUTIONS (AU)	Melbourne, Australia
Senior Software Configuration Engineer	Nov 2020 – Oct 2025
<ul style="list-style-type: none">▪ Engineered and maintained enterprise applications using object-oriented C#, delivering scalable solutions with clean, efficient, and maintainable code.▪ Led an Agile sprint stream as Tech Lead, overseeing feature design, development, testing, and delivery across multiple regions in NZ & Australia.▪ Collaborated with cross-functional teams (BAs, developers, configurators, and product managers) to align solutions with business requirements and standardized processes.▪ Designed, configured, tested, and deployed applications, ensuring quality through automation testing with Gherkin scripts and rigorous validation of end-to-end workflows.▪ Optimized system performance, identifying and resolving bottlenecks—e.g., redesigning workflows to reduce runtime from 2.5 minutes to 20 seconds.▪ Automated workflows and processes using in-house tools, improving efficiency and reducing manual effort for large-scale deployments.▪ Created technical documentation in Confluence to support internal releases and knowledge sharing.▪ Engaged directly with clients and stakeholders, building strong relationships through training sessions, demos, and sprint reviews, while mentoring junior analysts on best practices.	

DATACOM SOLUTIONS (NZ)	Wellington, New Zealand
Service Desk Analyst	May 2020 - Nov 2020
<ul style="list-style-type: none">▪ Provided first-level support for Ministry of Business, Innovation and Employment - documenting each call verifying customer information and including all troubleshooting steps.▪ Researched, resolved, and responded to questions received via -telephone calls, emails, and call-backs in a timely manner, escalate problems to appropriate individuals.▪ Assisted in the resolution of user and support issues among company sites to ensure timely distribution of knowledge and positive impact on user satisfaction.	

Personal Project

Mobile App - Detour	
Development, Architecture, Cloud, UX/UI	Dec 2024 - Current
<ul style="list-style-type: none">▪ Designed, developed, and deployed a React Native iOS app (TypeScript, Expo, Xcode) published to the App Store.▪ Led a 4-person development team as Tech Lead, overseeing all phases of the SDLC including design, development, testing, deployment, and ongoing iteration.	

- **Architected and implemented** Supabase backend services, including scalable data models to support user-generated content, social interactions, geolocation, and real-time updates.
- **Integrated authentication and security**, leveraging Supabase Authentication for cross-device access and applying database/storage rules to safeguard user data.
- **Delivered social features** (friends, groups, location-based posts) and geolocation functionality to surface personalized, dynamic content.
- **Implemented serverless automation** via Edge Functions and CRON jobs, optimizing performance and reducing infrastructure overhead.
- **Monitored and optimized egress usage**, reducing unnecessary network calls to keep costs efficient.
- **Built monetization features** by integrating Google AdMob ads and RevenueCat paywall functionality.
- **Balanced technical execution with product strategy**, contributing to decisions on UX, marketing direction, and feature prioritization.
- **Applied UX/UI design principles** creating intuitive mobile interfaces, improving user flows, and optimizing overall app usability through iterative design and user feedback.

Education

VICTORIA UNIVERSITY OF WELLINGTON

Bachelor of Science, Computer Science and Information Systems
Specialisation: Artificial Intelligence

Wellington, New Zealand

Feb 2016 - Nov 2019

VICTORIA ENTREPRENEUR BOOTCAMP

Wellington, New Zealand

Nov 2019 - Feb 2020

Relevant Coursework:

Fundamental business management, market research, analysed feedback data, identified industry trends, organised tasks via Trello.

Detailed Skills and Competencies

Technical

- **Programming & Frameworks:** TypeScript, C#, React Native (Expo Framework), HTML/CSS/JavaScript
- **Databases & Cloud:** PostgreSQL, SQL Server, Supabase, Firebase, Azure DevOps
- **Version Control & CI/CD:** Git, GitHub, CI/CD pipelines for automated testing and deployment
- **API Development & Integration:** RESTful API design, third-party integrations, mobile-backend connectivity
- **DevOps & Tooling:** Cloud-based configuration, build automation, and Git-based workflows

Professional

- **Leadership & Team Management:** Leading small dev teams, mentoring, and driving agile delivery
- **Business Process Analysis:** Translating business needs into scalable technical solutions
- **Technical Documentation & Knowledge Sharing:** Writing clear, structured documentation for devs and stakeholders
- **Problem Solving & Decision Making:** Strong analytical approach to complex technical and business challenges
- **Client & Stakeholder Engagement:** Negotiation, client training, and effective cross-functional communication
- **Presentation & Communication:** Confidently presenting technical solutions and product vision to varied audiences
- **Time & Project Management:** Prioritizing tasks, meeting deadlines, and ensuring quality delivery
- **Collaboration:** Dedicated team player with experience working across technical and non-technical groups

Additional Courses

Skillsoft:

- Generative AI APIs for Practical Applications
- Agile Organizations: DevOps & Agile
- Agile for Software Development: Lean, Agile, & Scrum Methodologies
- Best Practises for Digital Transformation
- Cloud Computing Fundamentals

Amazon Web Services:

- AWS Certified Cloud Practitioner (Certification)