

# KINJAL SHAH

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## SUMMARY

Experienced engineering leader with a strong background in software engineering and product development, skilled in leading cross-functional teams to drive innovation and exceed goals. Successfully scaled engineering teams and developed a fault-tolerant roadside assistance platform processing over 1M transactions weekly. Aims to leverage technical expertise and leadership to foster growth and operational excellence as an Engineering Director/VP.

## CORE COMPETENCIES

- **Cloud:** AWS, GCP, Cloud Migration, Multi-Tenant Cloud System, Redshift Serverless
- **Technology:** Microservices, GraphQL, ReST Web Services, Blockchain, Elastic Search, Kafka, Java, Spring Boot, Split.io, Log4j, Linux & Apache, Couchbase, Apigee
- **Security:** Security (PCI, GDPR, ISO27001, CCPA) Compliance, Secure Coding Standards, Hashicorp vault, Data Security, Identity and Access Management (IAM)
- **Design:** Cloud & Cloud Native Platform Design, Software System Design
- **DevOps:** Monitoring, Developer Tooling, Jenkins, Circle CI, Git Hub, Git Lab, CI/CD, Docker, Kubernetes
- **Project/Product Management:** Agile, Scrum, Kanban, Roadmap Management, Backlog Management, Budget Planning
- **CORE COMPETENCIES:** Software Engineering Leadership, Product Engineering, FinTech, Mobile Payments, Agile Methodologies, Project Management, DevOps, CI/CD & SDLC, Team Scaling & Development, Product Management, Cloud Platform Development, Cybersecurity, ML/AI/ Agentic AI, Cross-functional Collaboration, Quality Assurance & Testing, Roadmap Planning, Budget Planning, SaaS & PaaS, Team Leadership and Development, Cloud Platforms (AWS/GCP), Cybersecurity & Compliance (PCI, GDPR, ISO27001)

## WORK EXPERIENCE

### Rosendin

**Jul 2024 - Present**

*Consultant (Software Development | Cyber Security | Agile)*

*San Jose, CA*

Consultant (Software Development | Cyber Security | Agile) July 2024 - Present

- Provide custom development, cybersecurity, and Agile consulting services to organizations, resulting in enhanced strategic goals and improved operational efficiency
- Collaborate with Rosendin's Enterprise Application team on their digital transformation journey, contributing to decisions on software solutions and process enhancements that drove efficiency improvements
- Facilitate Rosendin's transition to a touchless invoice process, which boosted automation from 10% to 55% in just 6 months; work closely with IT and various business units to ensure an effective implementation.
- Collaborated with leadership teams to streamline processes, integrating essential tools and resources that supported an impressive 50% year-on-year business growth, ensuring scalability and improving operational efficiency.

### Agero, Inc - Swoop Platform

**Mar 2019 - May 2024**

*Senior Director of Engineering*

*San Francisco, CA*

Promoted from Director of Engineering to Senior Director of Engineering, led multiple geographically distributed cross-functional teams focused on developing, enhancing, and maintaining Agero's Swoop roadside assistance platform, ensuring seamless collaboration and effective project execution.

- Managed product definitions and promoted best practices, which resulted in enhanced team efficiency and quality of deliverables.
- Grew the engineering team from 10 engineers to a cross-functional organization of over 50 engineers, supporting a business worth over \$1B, which helped scale the product and platform to support 200%+ YoY client and volume growth
- Led the team in the development of a resilient, scalable, and secure roadside assistance platform, transforming it to a fault-tolerant, auto-scaling solution processing over 1M transactions per week with 99.98% uptime, ensuring reliability and customer satisfaction
- Generated substantial cost savings through platform optimizations, averaging over 35% annually in hardware and SaaS expenses, allowing for reinvestment into further development.
- Led the revamp of the Swoop mobile app to make it feature-rich, scalable, and secure, leading to payment acceptance on the app and a 60% increase in user adoption, which provided valuable user analytics for data-driven decisions.
- Established transparent, metrics-driven processes that continually improve, resulting in a 40% boost in developer happiness and faster feature release times, fostering a more productive work environment.
- Orchestrated the development of product and engineering roadmaps, ensuring a harmonious balance between delivering new features and managing technical debt, which improved overall platform stability.
- Implemented processes and measures to ensure compliance with various security standards, such as PCI, GDPR, and ISO 27001, which effectively helped the business secure new clients by addressing data security concerns.

### Quisk, Inc.

**May 2014 - Oct 2018**

*Head of Engineering*

*Sunnyvale, CA*

Promoted from Engineering Manager to Head of Engineering, where I led a transition to a unified cross-functional team of over 40 engineers, helping to streamline collaboration and efficiency. Oversaw the development and launch of a cloud-based, secure, omnichannel

mobile payment processing platform for the masses without access to credit cards. Oversaw the launch of the platform in 3 countries, successfully integrating it with multiple banks and onboarding 1K+ merchants.

- Transformed a fragmented on-prem mobile payment application into a robust cloud-based platform, achieving 99.99% uptime and the capacity to handle over 10 million transactions per day, all while working with a small team and limited budget.
- Hired, coached, and mentored team members at all levels, fostering talent development and creating a strong, cohesive engineering team that grew from 11 to 45 members.
- Organized the engineering team into multiple pillars, which enabled us to release new features quickly and enhanced our ability to serve both US and international markets simultaneously.
- Partnered effectively with cross-functional teams like product management, customer service, and business to prioritize features and engineering projects, resulting in a richer user experience, higher satisfaction ratings, and a 40% reduction in customer complaints.
- Provided training opportunities for engineers and managers to support their career growth through both technical and management tracks, which inspired higher morale and fostered a strong sense of ownership within the teams.
- Forged offshore teams for mobile and web app development and client integration projects, allowing the core engineering team to concentrate on building platform features without unnecessary distractions.

## EDUCATION

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### **Santa Clara University, Santa Clara, CA**

*Master of Business Administration*

### **San Jose State University, San Jose, CA**

*Master of Science (MS), Software Engineering*

### **San Jose State University, San Jose, CA**

*Bachelor Of Science (BS), Computer Science*