Gurusewak Kalra

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Professional Summary

I am a hands-on Software Engineering Manager with a Master's degree in Computer Science and over 10 years of experience in this industry. I thrive on steering software projects from the drawing board to deployment. My passion lies in not just managing tasks but in leading initiatives, improving processes, tackling risks, and driving projects to success with a clear focus on results and problem-solving. I believe in the power of teamwork and actively work to nurture strong bonds within engineering, product, and design teams, as well as maintaining a close connection with our users. Agile project management is second nature to me, and I use it to ensure our projects are dynamic, efficient, and always on track.

Skills

- **Machine Learning/AI Technologies:** TensorFlow, PyTorch.

- **Libraries/Frameworks:** ReactJS, AngularJS, NextJS, JQuery, Bootstrap, ChakraUI, Shadcn, Ladle, Storybook, NodeJS, ExpressJS, Redux.

- **Server/Hosting Technologies:** AWS, Firebase, Heroku, Surge, Jenkins, Apache, CircleCI.

- **Programming Languages:** JavaScript, Python, C, C++, Matlab.

- **Content Management Systems:** Adobe Experience Manager (AEM), DAY CQ, Brightspot.

- **Security Tools:** Coverity, Sonatype, Snyk.

- **Web Technologies:** HTML/HTML5, CSS/CSS3, SASS, LESS, Progressive Web Apps, Single Page Applications.

- **Databases/Query Languages:** MongoDB, PostgreSQL, MySQL, PL/SQL, GraphQL.

- **Monitoring & Analytics:** Google Analytics, Tealium, DataDog, Snowflake, Mixpanel, Looker, Tableau.

Experience

Software Engineering Manager   August 2021 - Current
Spring Health Inc, Remote, TX

- Led the development of a Beacon Insights Engine, utilizing Snowflake data to identify and display upsell opportunities in Atlas, our customer admin portal, potentially addressing a $30 million whitespace opportunity.

- Led the integration of Beacon with Salesforce, empowering Customer Success Managers with data-driven upselling strategies to optimize client contract value and capitalize on identified revenue opportunities.

- Led the team of 6 developers and 2 testers for the Internationalization Project to expand our product reach to 19+ countries.

- Led the integration of Coaching as a new service offering on our platform, which added $2M to our Contract Value for H2 of 2022.
- Directed the creation of an in-house video conferencing tool, which played an important role in securing a $20M deal.
- Managed and delivered an A11Y compliance initiative within a tight 3-month deadline.
- Implemented a Member No-Show grace period functionality with Stripe integration, enhancing customer satisfaction by aligning billing with actual session usage.

Staff Software Engineer
LogMeIn Inc, Remote, CA   December 2019 - August 2021

- Led the localization project for our Customer Service Platform, successfully scaling and automating the translation of over 70 customer service sites into 9 languages.
- Designed and implemented a unified ecosystem to automate the "Authoring to Publishing" process, efficiently supporting the expansion of our product offerings and the increase in content volume.
- Increased the digital engagement score from 85% to 93% through strategic improvements, directly contributing to operational efficiencies and resulting in cost savings of over $5M.

Senior Software Engineer   February 2016- December 2019
Citrix Systems Inc, Santa Barbara, CA

- Led the overhaul of the content delivery mechanism for "Unified Support" websites by consolidating multiple tools into a single solution, utilizing our in-house tool, Bold360 Ai, for content management.
- Led the redevelopment of the quote-to-buy process, making the purchasing journey smoother and boosting conversion rates.
- Implemented key features like Chatbot, Call-Me, and Web-to-Call, facilitating direct and efficient customer support through various channels. This initiative increased our NPS from 5.5 to 7.8 in just 6 months.

Web Developer   November 2014 - February 2016
Egen Solutions Inc, Naperville, IL

- Developed and optimized the marketing website to enhance the company's online brand cohesion and visibility, contributing to a unified brand experience across digital platforms.
- Developed an advanced interactive search feature for the in-house employee portal, significantly improving user experience and information retrieval efficiency for employees.

Education

Master of Science (M.S.): Computer Science - NYIT, NY, USA   June 2014

Bachelor of Science (B.S.): Computer Science - MMEC, Mullana, India   May 2011