

ROHIT JAISWAL

SENIOR SOFTWARE ENGINEER

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PROFESSIONAL SUMMARY

- 6+ years of experience in building scalable, cloud-native, microservices-based systems.
- Hands-on expertise in low-code platforms and distributed architectures.
- Strong understanding of performance optimization, object-oriented design, and event-driven systems.
- Focused on applying efficient coding practices in real-world applications.
- Experienced in leading cross-functional teams and collaborating with product managers and customers.
- Proven ability to deliver time-critical features with minimal supervision.
- Skilled in handling production issues, customer escalations, and debugging in live environments.
- Well-versed in CI/CD pipelines and agile development methodologies.

EXPERIENCE

(December 2022 – Present)
Comviva Technologies, Bengaluru

Senior Technical Lead

- User Management or Collaborative Development Feature (Node.js, ReactJS, Socket.io): Upgraded user management functionality to allow real-time collaboration and concurrent development by users.
- Implemented Active-Active DR setup for 14 deployments by routing 10% traffic to DR and 90% to primary, and successfully conducted a 100% traffic DR drill.
- Led a 5-member L3 support team in collaboration with Global Customer Support (GCS), driving advanced diagnostics and root cause analysis to resolve complex issues—achieving a 90% reduction in ticket volume and single-digit case counts.
- Developed a scalable Node.js–MySQL Auto Reconciliation Tool that automated grievance redressal, cut support workload by 80%, and improved resolution time.
- Led the end-to-end Global Customer Support (GCS) handover, ensuring a seamless transition with zero disruption to operations and full knowledge transfer to the local team.
- Contributed to the integration of Acunetix into the CI/CD pipeline, streamlining vulnerability scanning and assisting in the resolution of security vulnerabilities.

(April 2021 – November 2022)
Globant, Pune

Node.js Developer

- Developed consumable API endpoints for the Audit dashboard, enabling report generation and integration of Power BI reports for the Analytics dashboard.
- Created APIs to modify approval workflows and restricted access to files and folders, enhancing data security.
- Performed bug fixes and contributed to building the file library API.

SKILLS

- Node.js Development
- Low-Code Platform Development
- Performance Optimization
- Database Management
- Event-Driven Architecture
- High-Level Design
- Low-Level Object-Oriented Design
- Data Structures and Algorithms
- Leadership & Collaboration
- Production Debugging & Customer Handling
- Microservices
- CI/CD & Agile Methodologies

Technologies & Tools:

- JavaScript, Node.js, Express
- Docker
- MySQL, Redis, Elasticsearch
- REST
- JSON, XML, YAML
- HTTP/S, WebSocket
- Grafana, Elasticsearch
- Git, Jira, Jenkins, Azure DevOps
- Acunetix

(November 2018 – March 2021)
Comviva Technologies, Bengaluru

Senior Product Development Engineer

- Worked as Project SME of the USSD Application Development Platform for 3 months on client location.
- DU Project: Single-handedly led the project deployment as a fresher by developing and implementing over 30+ USSD applications. Collaborated across teams to provide support for pre and post-live activities like UAT, load testing, FUT, DR Drill, and fixing production issues. Provided multiple trainings to the development & operations teams post successful Go-Live.
- Menu Migration Tool (Node.js, Commander, Sequelize): Developed a tool to enable dynamic importing of menus from other platforms with hierarchical relationships, reducing the time required to define a menu.
- Improved Grafana monitoring by integrating new LEAP KPIs, enhancing data visualization and operational insights, and actively expanded API integration to ensure comprehensive performance tracking.
- Deployed and maintained a Node.js-based project on a Linux server.

AWARDS & ACHIEVEMENTS

- Received Unit Leader's Choice – Growth Mindset Practitioner Award for FY 2023-24.
- Received Unit Leader's Choice – Growth Mindset Practitioner Award for FY 2024-25.
- Received Comviva Star Talent Award under the Performance Management System (2020).
- Received the 'Best Buddy' award for outstanding mentorship and onboarding support provided to new team members.
- Nominated for Credo CAP under the Responsiveness category at the organization level.
- Received an onsite opportunity with only 8 months of industry experience.
- Awarded Top Team Award at Comviva Technologies.
- Secured Second Prize in Comviva's Got Talent.
- Served as Magazine Co-Editor for Aayaam Club, Hindi Cell of NIT Trichy.

EDUCATION

National Institute of Technology (NIT), Tiruchirappalli, Tamil Nadu – 2015 – 2018

Master of Computer Applications (MCA)

- Secured AIR 125 in the National Institute of Technology Master of Computer Applications Common Entrance Test (NIMCET).
- Secured AIR 66 in the Kalinga Institute of Industrial Technology Entrance Examination (KIITEE).

CERTIFICATIONS

Purple.com – 2019

Node.JS master class

NamasteDev.com – 2025

Namaste Node.JS

PERSONAL DETAILS

- Date of Birth: 20 April 1994
- Languages Known: English, Hindi
- Address: Bengaluru Karnataka – 560097

INTERESTS/HOBBIES

- Writing Poems/Songs
- Sketching
- Table Tennis
- Following Technology News