

Jai Bhati

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Engineering Leader | Cloud Architect | Servant Leadership | Collaboration | Hands-on | Product Mindset

PROFESSIONAL SUMMARY

Seasoned engineering leader with over 20 years of software development experience, including a decade managing and mentoring high-performing teams. Adept at building scalable Platform and SaaS products, solving complex technical challenges, and fostering autonomous, self-reliant teams. Skilled in full-stack development, managed and hybrid cloud architecture, and SDLC methodologies (Kanban, Scrum, TDD), with a proven ability to bridge business and technical priorities to drive alignment and deliver impactful solutions. I am passionate about applying cutting-edge AI technologies, including Large Language Models (LLMs), Retrieval Augmented Generation (RAG), and Generative AI, to enhance product capabilities and drive innovation.

Key Strengths:

- ✓ Software development experience with a strong full-stack skillset (web, mobile, backend, APIs).
- ✓ Proven ability to build and manage teams from scratch, ensuring efficient operations within budget.
- ✓ Extensive experience in cloud architecture (AWS), SDLC methodologies, and phased implementation for scalability.
- ✓ In-depth knowledge in mobile and web frameworks (React, React native, Expo) and BFFs using Apollo GQL and Node.js
- ✓ Solid exposure on the building RESTful APIs and deploying them on cloud using Kubernetes and docker.
- ✓ Proven track record of delivering complex projects on time and within budget.
- ✓ Experience in handling end-to-end cross-functional delivery across multiple teams.
- ✓ Proficient in prioritizing features, requirements gathering and analysis, and composing a go-to-market (GTM) strategy.
- ✓ Provide “Product Building” mentality to the team and ability to multitask as a manager and technical lead.
- ✓ Experience with Agentic AI workflows for autonomous task execution and process optimization.

EDUCATION

- ✓ **Master of Science (M.S.) in Computer Science** – University of Houston
 - ✓ *THESIS: XML Web Service Performance Analysis for Large Datasets*
- ✓ **Bachelor of Engineering (B.E.) in Computer Science and Engineering**

TECHNICAL SKILLS

- ✓ **Programming Languages:** Java, JavaScript, Typescript, C#, Python
- ✓ **UI and Mobile Frameworks:** React, React Native, Expo, ios/Android, Swift, Ionic, GQL, Knex.JS,
Backend Frameworks: Hibernate, Enterprise Library, Java Spring, Microservices, OpenAPI, Kafka
- ✓ **Cloud Technologies:** Kubernetes, Docker, AWS Managed Services – Lambda, MSK, EKS, SQS, SNS, Redis
 - ✓ **Databases/RDBMS:** SQL Server 2005/2008, Oracle 8i, Cassandra, DynamoDB, and RDS
 - ✓ **CI/CD:** Gitlab pipelines, Terraform, Jenkins, Circleci, DataDog, PagerDuty
 - ✓ **Web Servers:** IIS 6.0 & 7.0, Apache, Nginx, and Express
- ✓ **Business Domain:** Charging, IOT (Internet of things), Aviation, Commodity Trading, and Ecommerce

PATENT

- ✓ **Interface-based Electrical Load Management: Patent 11890960**

CERTIFICATIONS

- ✓ **Certified Scrum Master and AWS Certified Solutions Architect**

WORK EXPERIENCE

Director of Engineering **Walmart Global Tech USA** **May 2024 -Current**
Global People Center - Managed and built platform teams within EBS-Global Tech, supporting over 200K daily active users worldwide through the core platform for the [me@Sams](#) and [me@Campus](#) apps.

Core Engineering Leadership: Created and directed 4 teams: Core Mobile, Core Web, Core-services, and Release Automation in Bentonville

Team Building and Strategy: Successfully transitioned the team following the Dallas office closure. Led hiring initiatives across Bentonville and Bangalore, onboarding 15 engineers specializing in mobile, web, and automation technologies.

Release Automation: Streamlined weekly releases for 25 independent mini-apps by developing tools for self-service UAT, beta testing, and deployments, minimizing reliance on the core team.

Process Improvements: Introduced gated check-ins, code freezes, weekly go/no-go approvals, and post-code freeze processes for 25 mini-app teams. Implemented a mono-repo architecture for container teams, simplifying build dependencies and improving collaboration.

Spearheaded App Resiliency and Performance Improvements

Enhanced mobile app resiliency by integrating Redux middleware for Async data fetching, mitigating the impact of failed network calls. Improved page load times through optimized usage of Redux State, Actions and Reducers framework.

Technical Documentation: Authored white papers outlining long-term vision and phased implementation strategies for short-term goals.

Scaling Strategy: Designed a scalable framework leveraging a mono-repo structure, enabling containerized app development and deployment. This approach enforces DRY principles and ensures seamless bundling of mini-apps within a single app version.

AI Initiatives:

Evaluating and implementing LLMs to enhance user interaction within the me@Sams and me@Campus apps, potentially for personalized assistance or streamlined workflows.

Exploring RAG to improve the search functionality within the platform, enabling users to quickly find relevant information.

Leveraged Generative AI for PR Merges and CI/CD automation of tasks within the platform

Current team skill set: React Native, Expo React, GraphQL, REST APIs Typescript, CosmosDB, WCNP, Electrode, Galaxia, Sumo Kafka; Retrieval Augmented Generation (RAG), Generative AI, Agentic AI workflows.

Sr Eng Manager– Digital Apps

Rivian – Palo Alto

April 2021 – May 2024

Charging Cloud: Owned and supervised all scenarios related to Charging. Provided product leadership in becoming the charging data platform team for other Rivian teams - Mobile, Mapping, Sustainability, and Data Science.

Creation of Seamless Charging Experience Across Web, Mobile, and Vehicle:

- Lead creation of web portal to manage and troubleshoot Rivian-owned assets and sites. Guided the UX flow and led implementation of complex user flows firmware and tariff updates and monitoring, remote commands and view diagnostics of chargers, remote SSH into the charger, track faults and search logs.
- Ability to pay on behalf of a user through stripe credit card integration (customer engagement center)
- **Mobile Charging** experience: Mobile UI for active charging, charging graph, charging history, and notifications
- **Mapping and Route Planner:** Hosted >115k charging locations pulled from NREL, ChargePoint, Tesla, and Rivian so that they can be discovered in mobile and infotainment mapping experience and also fed in **ABRP**.
- **Plug-N-Charge:** Headed over ISO-15118 implementation using OCPP Spec for certificate-based authentication.
- **Custom Reporting:** Leader to productize and develop a solution to create custom reports based on session data.

Creation of Charging Data Platform:

Led creation of over 18 backend micro-services for managing charging assets, sites, and sessions. Facilitated communication to Rivian chargers via OCPP protocol and 3rd party chargers via **OCPI**. **OCPP 2.0.1** simulator to develop firmware for **NEVI** funding. Introduced data-mesh for instant reception and sessionization of millions of charging-related vehicle events daily. Provided cost estimates to vehicle infotainment. Managed certificate for Plug-N-Charge authorization. Implemented Smart Charging and Fleet charging. Became the primary source of charger locations, vehicle, and charger sessions for Rivian. Led creation of a charging API developer platform within the company so other teams can play with our APIs.

Navigated Team Reduction and Operational Optimization:

- Managed team reduction during the January 2023 RIF, maintaining operational scope with a reduced workforce.
- Implemented ruthless prioritization, focusing on revenue-impacting features and halting non-essential projects.
- Worked as a Digital Product Manager for charging directly working with hardware teams to tackle their use cases.

Championed Paid Charging Experience Transformation: #open-RAN, #tap-n-charge, #mobile-pay

- Advocated Cloud to Payments integration, addressing Orders Management issues with SAP and Fintech using Stripe.
- Escalated challenges to Product Management, resulting in the innovative implementation of remote start from app. Rivian users could either use the mobile app or a tap-n-charge to pay for a paid session.
- Collaborated with firmware, customer communication, and mapping teams to deploy the solution selectively.
- Rectified integration issues, improved error handling, and enhanced paid charging user experience and backend systems. Achieved a notable revenue milestone, exceeding \$25k within the initial two months across eight sites.

Strategic Bug Resolution and Feature Release:

- Took responsibility of sending charging related notifications to mobile using datamesh instead of vehicle.
- Implemented a controlled rollout policy based on RivianIDs and vehicleIDs.
- Took on all aspects of interop testing each charger firmware release w.r.t mobile, cloud, and vehicle.

Fostered Culture of Openness and Best Practices:

- Initiated the concept of gated check-ins using feature flags and tagged builds to fail fast and recover fast.
- Made sure unit test code coverage > 80% across all repos and added integration and E2E UI tests.
- Fostered the team to keep innovative and learning mindset, speak up without hierarchy in mind.

Current team skill set: ReactJS, React Native, GraphQL, Java, APIs, AWS Managed Services, ELK, Kubernetes, and Terraform.

Sr Cloud Architect**VMWare – Palo Alto****June 2017 – March 2021**

Cloud Service Platform – Provided a common set of functionalities for services within VMware and ISVs (independent service providers) – identity access management (IAM), service/user on-boarding, service invitation, billing, support tickets, and scaling strategy on AWS.

- Lead common services development – IAM, support, billing, orders and driving adoption across VMware BU's.
- Besides backend services also worked on frontend strategy for faster CSP adoption like - common reusable UI components e.g. CSP header, Permission viewer to be used in applications outside CSP.
- Solved run-time scaling issues by promoting AWS serverless frameworks based on lambda and step functions.
- Added support for Web accessibility and Internationalization all CSP hosted web pages and reusable UI components.
- Started with CSP-UI using Angular2 and then went full stack ownership responsible for billing and subscription.
- Solved run time scaling issues by promoting AWS serverless frameworks based on lambda and step functions.
- Led third party team and tools integration like Digital River, ServiceNow, i18n team, Zuora, Segment, and Full Story.
- Led CSP Developer platform to facilitate CSP services and frontend adoption like CSP-Header, Navigator, i18n
- Worked with SRE team to build the DevOps strategy for new product deployments on CSP Kubernetes clusters.
- Defined the Release Criteria, Release Checklist & Periodically enhancing the GAPS in the release process.
- Acted as the SCRUM Master for the team, managing backlog for 3 different scrum teams.

Tools Used: Angular 2.0, MobX, HTML5, JavaScript, Java, Spring, NodeJS, PostgreSQL, Kubernetes, Memcache, ELK, AWS

Sr Engineering Manager – Apps**GE Digital – San Ramon****January 2014 – June 2017**

GE Solutions – Led Engineering team to build SaaS products for various business verticals (GE Aviation, Power, and O&G).

- Reviewed front-end and back-end designs to efficiently adhere with requirements and architecture guidelines.
- Coordinated closely with UX and POs to plan out the technical backlog and estimations for the features per sprint.
- Promoted component-based architecture across webpages to promote reusability.
- Introduced BFF (backend for frontend) on node.js / express to get and post data to business micro-services.
- Introduced data persistence using Knex.js, bookshelf, postgres, and redis-cache received from micro services.
- Adhere web applications to follow best practices for high performing websites.
- Built the authentication module using OAuth2 and (passport.js) using nodeJS.

Tools Used: Polymer 1.0, React, Redux, AngularJS, D3.js, CSS (sass), HTML5, and JavaScript.

Early Career Experience: (Details can be provided upon request)

Senior Web Developer | Corptax, May 2013 – January 2014

Tech Manager / VP Apps Programming | Bank of America, May 2006 – May 2013