

Jai Bhati

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Engineering Leader | Cloud Architect | Servant Leadership | Collaboration | Hands-on Technical Lead

PROFESSIONAL SUMMARY

Seasoned engineering leader with 19 years in software development, including 9 in managing teams. Skilled in building scalable SaaS products, adept at solving complex issues, and fostering collaborative, self-reliant teams. Strong in full-stack development, AWS architecture, and SDLC methodologies (Kanban, Scrum, TDD). Recognized for my ability to bridge the gap between business and technical stakeholders and driving alignment towards shared goals.

Key Strengths:

- ✓ Software development experience with a strong full-stack skillset (frontend, backend, APIs).
- ✓ Leader and mentor of software development teams, fostering a culture of collaboration and empowerment.
- ✓ 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 Web UI frameworks (Angular, React) and BFFs using Apollo GraphQL 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, requirement gathering and analysis, and composing a go-to-market (GTM) strategy.
- ✓ Provide team leadership as a self-starter with the ability to multitask as a manager and technical lead.

WORK EXPERIENCE

Senior Engineering Manager

April 2021 – Present

Rivian – Palo Alto

Charging Cloud: Owned and supervised all scenarios related to Charging. Under my leadership, we became the charging data platform team for other Rivian teams - Mobile, Mapping, Sustainability and Data science. Codebase followed industry best practices as micro frontends, microservices, query-based BFF, IaaS, dynamic feature flags and multi-tenancy.

Creation of seamless charging experience across web, mobile and vehicle

- Led creation of web portal as a way to manage and troubleshoot Rivian-owned assets and sites. Ability to perform regular OTA Firmware Updates, tariff changes and send remote commands to distant connected chargers.
- View real time logs, faults and messages for more than 50k connected devices for troubleshooting and monitoring.
- 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:** Productized and developed 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.

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.

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. Presenting valuable troubleshooting opportunities and reinforcing the cloud team's significance in displaying vehicle faults alongside charging activity.
- 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, 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.

- Led new initiatives like building and publishing common reusable UI components to be used outside CSP, developer platform, introducing micro-frontend architecture vs SPA, security initiatives to make the web-app safe against XSRF and XSS attacks, lazy loading of feature modules, performance, and scalability initiatives.
- Solved run time scaling issues by promoting AWS serverless frameworks based on lambda and step functions.
- Regular one on one with the team-mates to discuss improvement areas, delivery and always make them feel validated.
- Third party team and tools integration like Digital River, ServiceNow, i18n team, Zuora, Segment, Full Story.
- Worked to build the DevOps strategy for new products – integrating e2e tests within containerized deployments.

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.

Predix Design Hub (Staff Engineer) Worked with Predix design team to help ramp up on building common components like charts (stacked/bar/pie), graphs (line), input controls (typeahead, calendar), and navigation menus which were later adopted across teams. **Tools Used:** Polymer 1.0, React, Redux, AngularJS, D3.js, CSS (sass), HTML5, and JavaScript.

Early Career Experience:

Senior Web Developer | Corptax | May 13 – Jan 14

Tech Manager / VP Apps Programming | Bank of America | May 06 – May 13

Software Developer | Weatherford International – Houston | TX Apr 05 – May 06

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, C#, C++, and Python

UI and Mobile Frameworks: Angular 2.0, React, React Native, Ionic, GraphQL, Knex.JS, Bookshelf, and

Backend Frameworks: Hibernate, Enterprise Library, Struts, Java Spring

Cloud Technologies: Kubernetes, Docker, AWS Managed Services – Lambda, MSK, EKS, Redis, DataDog

Web Technologies: JavaScript, Typescript, nodejs, JQuery, JSON, XML, XPATH, XSL, CSS, and SOAP

Databases/RDBMS: SQL Server 2005/2008, Oracle 8i, Cassandra, DynamoDB, RDS

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