

Jeremy Rajan *Engineering Manager*



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SKILLS

Front End (TypeScript)

React, NextJS, SASS, CSSJS, Webpack, Ionic Framework

APIs/Web Services

REST, GraphQL, RPC, Websockets

Testing

Unit Testing, Integration Testing, E2E Automation

CI/CD

Bamboo, Bitbucket, Github, Azure DevOps, Gitlab, ArgoCD

Project Management

Scrum, Kanban, Waterfall

Back End - Node.js (TypeScript), Go

Express, Fastify, Restify, Hapi, NestJs, Gin

Databases

MySQL, MSSQL, DynamoDB, MongoDB, Azure Cosmos

Event Driven Architecture

Confluent Kafka, Azure Service Bus

Cloud Computing

AWS, Azure, Vercel, Cloudflare, Serverless, GCP

Infrastructure

Terraform, Azure ARM Templates, AWS CDK, k8s, VMs, Serverless, EC2, Azure App Service

WORK EXPERIENCE

Honest Bank, Engineering Manager - Backend

May 2023 – present | Bangkok, Thailand

Honest is a credit card company based in Thailand and Indonesia. Honest Credit Card is our primary product, and our target market is Indonesia.

Technology

- Accountable for managing all backend (Go and GCP) and platform services. As we scale with 100% MoM growth, I drove the transformation from day 1 to day 2 operations.
- Simplified the backend architecture by consolidating mini-micro services with platform-based services. This resulted in quicker time to market and lesser wastage when experimenting with features.
- Set up best practices when managing and creating new microservices and implementing checklists to ensure we follow the standards.
- Built automation tools for visibility, e.g., lead time to changes. This helps us understand our deployment cycle and the issues that slow us down. This resulted in quicker and safer deployments under 5-10 hours from merging the code to the default trunk.
- Increased our coverage of documents and maintain them regularly by doing automatic auditing.

Product & Processes

- Worked with fellow engineering managers and product counterparts to improve the product development processes. This allowed us to reduce engineers' time on unclear requirements and avoid context switching.
- Improved vendor billing reconciliation by automatically tracking requests and helping the finance team pull data for easier reconciliation.

- Implemented customer care back-office app to enhance and automate video verification processes for customer care, which was handed over to the team to add new features.
- Improved incident management processes included setting proper SOPs for managing incidents, which helped reduce our incidents by 90% in the first 6 months of being launched.

People

- Streamlined the hiring process for Backend to allow for scaling our teams and reduce the time to hire engineers.
- Came up with engineering-level frameworks and implemented them across the engineering organization.
- Coached senior engineers as Technical leads and build leadership within the Backend engineering team.
- Work on quarterly goal setting for all engineers and align that with the team roadmap.

Stack: Go, GCP, Gin, Nextjs, Github, GitOps, Microservices, Kafka, Terraform, k8s, ArgoCD, Prometheus, Grafana

Connected Freight (Shell Ventures),

Feb 2022 – Apr 2023

Head of Engineering 

Singapore, Singapore

Headed a cross-functional remote team of 20 engineers to revolutionize the B2B logistics space in charge of 4 verticals, which include smart TMS (Transport Management System), Freight Matching, Retail eCommerce platform B2B (for Shell), and Platform Services.

Technology

- Lead by example by balancing a hands-on mentality with the team
- Support and work on the Optimization of Cloud and Software Infrastructure
- Improve the team's software engineering skills/practices
- Build out scalable, data-intensive applications
- Build reusable platform services that allow improved time to market and cut development costs for pivots and verticals.

Process

- Set the architectural direction for the software delivery with the Tech Leads.
- Work with Product and Business Teams to align the engineering efforts with Business Goals.
- Manage Engineering projects and collaborate on sprint planning with the Product and Success teams.
- Manage the end-to-end lifecycle of engineering projects, ensuring that they fall within budget and on schedule.
- Proactively analyze risks and plan to mitigate them.
- Manage KPIs and identify areas of improvement.
- Improve operational efficiencies, including creating processes and best practices.
- Documentation for all releases and relevant updates.

People

- Lead with a customer-oriented and value-driven mindset
- Manage, mentor, and lead a growing globally distributed team
- Frequent 1-on-1 sessions with direct reports to guide performance and career growth

Strategy

- Collaborate closely with other management peers to roll out Business strategies for the different verticals.
- Align expectations and roadmap with external stakeholders such as Shell.
- Align on technical and business vision.

Stack: React, AWS, Node.js (TypeScript), Serverless (Lambda), Microservices (ECS), Event-Driven Architecture

Staizen,

Nov 2020 – Feb 2022 | Singapore

Engineering Manager/Application Manager 

Client: Direct Asia Insurance SG & TH

Role

- Lead a team of cross-platform developers (15+) based in SG, TH, and Vietnam.
- Lead the team and the company in digital transformation.
- Hands-on developers, working with the developers to find effective, scalable solutions.
- Envision the new Enterprise-wide architecture and move towards cloud-native.
- Moved on-premises services to Azure cloud (APIs and middle layers).
- Implement standards across the front end, APIs, and other backend services.
- Implement IaC standards using Terraform to provision cloud components.
- Implement CI/CD processes in Azure DevOps.
- Work with the team to guide, train, and implement the technical vision for the company.
- Work with management to design the roadmap for IT and strategic business initiatives.
- Implement Core Services that can be shared across multiple projects, reducing re-work and time to market.
- Redefine development practices and processes using JIRA, Confluence, and Azure cloud tools.

Achievements

- Built and implemented foundational services with the team in the first 5 months of joining.
- Implemented enterprise-wide systems, such as API Gateway, Enterprise service bus, and internal proxies, which serve as the backbone for the new architecture.
- Delivered revenue for strategic projects (2m+) while building components as part of the new architecture.
- Cross-skilling and upskilling the team members to build a diverse, scalable, and effective team.
- Redefine the people culture and developer experience with the Head of IT.

Stack: .NET core, Azure Web Services, ReactJS, Node.js

SGX 

Technical Lead (Assistant Vice President)

Oct 2017 – Oct 2020 | Singapore

Product: Titan OTC (Commodities Trading Application)

Role

- Leading a team of FE, QA, and UX engineers.
- Hands-on developer, contributing to the project on a day-to-day basis.
- Worked with various teams on architecting and providing software architecture and technical design.
- Responsible for hiring, mentoring, and providing career improvements for the team.
- Work with product owners (tech and business) to determine requirements and manage timelines and expectations.
- Conduct daily scrum meetings.
- Advocate CI/CD and work with the broader team to implement best practices.
- Lead and participate in various phases of the project lifecycle. Manage escalations and interface with the program management on service delivery improvements.
- Chair monthly meetings for service/project review and knowledge sharing for improvement in service quality and overall project team capability advancements.

Achievements

- Delivered MVP for futures trading platform (FE) in less than 3 months with a team of 3.
- Being part of the pioneering team, I built the team from scratch. Introduced best practices and improved team cohesiveness with mentoring.
- Built a tracking tool using JIRA APIs to track project deliveries and allow C-level managers to get real-time project statuses.
- Built the FE POC for the first blockchain project (DVP) by SGX (in association with NASDAQ)

Stack: Native Web Components, Vanilla JS, NodeJS, Webpack, SASS, Design System

Software Engineer

Mar 2017 – Oct 2017 | Singapore

Product: Titan OTC (Commodities Trading Application)

Role

- Develop fully functional responsive UI based on requirements.
- Worked with the BE engineers to spec out API definitions
- Setup cross-browser UI testing using BrowserStack
- Participated in all phases of product development to understand the vision.

Achievements

- Moved a major part of FE code from a monolithic application to a separate app code. Delivered during my first month of joining.
- Work with chapter teams to create a solid Digital Design System.

Stack: Native Web Components, HTML/CSS, SASS, Webpack, NodeJS

Salecycle, *Software Engineer* 

Jun 2014 – Jan 2017 | Singapore

Product

SaleCycle Retargeting platform. Working on client-side scripts and NodeJS-based micro-services.

Role

- Work on Salecycle's CORE services (client and server)
- Wrote internal tools in Electron and Chrome for implementation and Sales teams.
- Wrote high-performance micro-services in Node, communicating with services hosted in AWS (e.g., Kinesis)
- As a member of the product team in the region, be a go-to person for various product-related matters.

Achievements

- Being the first technical member in the JAPAC region, delivered critical clients such as SIA, Flyscoot, and major hotel booking portals.
- Wrote browser extensions to demo retargeting, working on client websites during sales pitches.
- Participated in crunching Big Data for the sales team to pitch to crucial clients and eventually win them.

Stack: Vanilla JS, Node, AWS, React, Electron

Gnossem, *Senior Web Developer*

Nov 2012 – Jun 2014 | Singapore

Product: eCommerce Website

Role

- Develop and support an E-commerce platform written in PHP.
- Working with the CEO towards the product roadmap and aligning it with technical goals.
- Recruited and trained developers to work on the newer architecture.
- Managing timelines with the stakeholders (internal and external)

Achievements

- Single-handedly rebuilt and rearchitected the core services and FE, in 6 months. This helped increase visitors and eventually sales.
- Participated in investor pitches with the CEO, to discuss the technical vision and align it with the product roadmap.

Stack: LAMP, RoR, HTML/CSS

IBM India, Technical Support Analyst

Oct 2010 – Apr 2011 | India

Role

- Maintain and optimize crucial software services for Carphone Warehouse (UK)
- Validating System and application availability.
- Share communications and technical docs with the team.

EDUCATION

MBA, University of Ballarat 

Nov 2011 – Nov 2012

Singapore/Australia

GPA: 5.5

Bachelors in Engineering and Technology (BTech),

University of Calicut

Grade: First Class

Jul 2006 – Jul 2010

Thrissur, Kerala, India