



# KAJAL CHAKOLE

## ENGINEERING MANAGER

### CONTACT

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### SKILLS

#### Leadership

Hiring

Stakeholder management

Org scaling & people leadership

Program / Project delivery

RCA & on-call management

#### Backend & Architecture

Node.js, Kafka, REST APIs, Java

Distributed Systems, Microservices

#### Frontend (prior experience)

React, JavaScript, HTML5, CSS

#### Databases

MongoDB, MySQL, Oracle PL/SQL

#### Cloud & DevOps

CI/CD, Jenkins, Git, Bitbucket

#### Quality & Testing

Jest, Code Coverage, JUnit, Karma, Sonar

#### Tools

Jira, Confluence, Zapier, n8n

### PROFILE

Engineering Manager with 14+ years of experience leading high-performing engineering teams across SaaS, Insurance, Fintech, and Customer Engineering. Proven track record of transforming delivery organizations – improving SLAs from 50% to 90%, reducing P0 incidents by >70%, and driving predictable, high-quality execution.

Built and scaled CE orgs from scratch, delivered multi-client enterprise portfolios, and shipped scalable systems for large financial institutions. Strong in system design, production operations, cross-functional leadership, and operational excellence. Known for building strong engineering culture and enabling teams to deliver consistently under pressure.

### PROFESSIONAL EXPERIENCE

#### Engineering Manager

2022 – Present

**Vymo – Customer Engineering (Senior Tech Lead → Associate EM → EM)**

- Built **two engineering teams** from scratch, supporting both **BAU** operations for Customer Engineering and new enterprise logo **launches** (Project\_N) with **32 members (22 developers, 10 QAs)** supporting 21+ enterprise channels across Insurance, Lending, Collections, and NAM.
- Improved **SLA adherence** from ~50% → ~90% within 5 months via structure, RCA discipline, estimation models, and governance.
- Reduced **P0 incidents** from 10–15/month to 3–4/month, stabilizing production and reducing client escalations.
- Delivered **600+ production tickets** and enhancements with predictable execution and smooth releases.
- Cleared **60+ CR backlog** and established a rapid-response sub-team, eliminating recurring war rooms.
- Led major **multi-phase launches** across large enterprise clients like SBI Life, Axis Bank, Bandhan Bank, Bandhan Life, Kotak Life.
- Strengthened **cross-functional collaboration** across Product, QA, and Solutions, reducing triage time and improving release quality
- Tech: **NodeJS, React, MongoDB, Bitbucket, Kafka, Jira, MySQL**

## CERTIFICATION

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### Advanced Scrum Master

SAFe 5 (July 2020)

## AWARDS

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### Spot Award

Dec 2021

### The Impact Award

Jun 2020

### Spot Award

Jan 2020

### Stellar Award

Apr 2017

### Team Achievement Award

Oct 2013

### You Made A Difference Award

Sept 2013

## EDUCATION

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### Bachelor of Engineering in IT

Nagpur University - MH, India

2008 - 2011

### Diploma of Engineering in IT

Govt. Polytechnic Nagpur - MH, India

2005 - 2008

## PERSONAL PROJECTS

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### Smart Home Assistant

Architected a scalable smart home backend in Node.js featuring unified device discovery, UDP-based device control, and modular design for future multi-protocol IoT integrations.

## PROFESSIONAL EXPERIENCE (CONTINUED)

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### Tech Lead

2021 – 2022

#### TA Digital (Associate Tech Lead → Tech Lead)

Led Performance Optimization initiative for AARP (USA).

- Improved Lighthouse scores and page performance for a senior-citizen user base.
- Balanced ad revenue scripts vs performance goals by collaborating with multiple vendors.
- Introduced PartyJS early in 2021 to analyze third-party script impact on the client's website.
- Delivered multiple optimization stories; received client appreciation.
- Tech: React, Adobe Experience Manager (AEM), HTML5, CSS

### Lead Engineer

2014 – 2021

#### Majesco (SSE → Lead Engineer)

Core R&D team migrating Flex-based insurance product to HTML5 framework.

- Designed complex UI components (panels, accordions, portlets) with event-driven behaviors.
- Built theme-driven UI for major insurance modules (Billing, Claims).
- Ensured quality using JUnit, Jasmine, Karma, Sonar.
- Delivered product adopted by multiple enterprise insurers with minimal production issues.
- Tech: HTML5, SCSS, Bootstrap, Swing, Java, Spring, Oracle

### Senior Software Engineer

2013 – 2014

#### Persistent Systems

#### Connexions (Optum / UnitedHealth Group)

- Developed features for an insurance healthcare platform; built billing module and workflow UI.
- Fixed production issues and enhanced quality; maintained client CRs.
- Tech: MySQL, Flex, Java.

### Software Engineer

2011 – 2013

#### Persistent Systems

#### Infotrack

- Migrated Oracle Forms to Flex-based UI.
- Wrote PL/SQL, designed UI modules, prepared documentation and reports.
- Tech: PL/SQL, Flex, Java, SQL.