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**

SKILLS

Leadership & Delivery

- Engineering management
- Stakeholder management
- Org scaling & people leadership
- Program / project delivery
- RCA & on-call management

Technology

- Node.js, Kafka, Java, Go
- Distributed Systems, Microservices
- AEM, React, JavaScript, Flex
- Oracle, PL/SQL, Mongo
- HTML5, CSS, Bootstrap
- Performance Optimization, Lighthouse
- Jest, Istanbul Code Coverage, JUnit, Karma, Sonar
- Git, SVN, Jenkins

Processes & Domains

- Agile, Grooming & Estimation
- Metrics & dashboards, SLA governance
- Quality, CI/CD, JIRA, Confluence
- Healthcare, SaaS, Insurance, Lending, Customer Engineering

HIGHLIGHTS

- SLA 50% → 90%, P0 15 → 3, 600+ tickets resolved (BAU_E).
- Built two CE org units, scaled to 21+ enterprise channels.
- Led Project_N multi-phase launches for major banks & insurers.
- Core R&D for Majesco UI modernization.
- AARP performance engineering with strong Lighthouse gains.

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**.

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.

Senior Software Engineer   *2013 − 2014*

Persistent Systems

Connextions (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**.

HOBBIES & INTERESTS

Home Automation   Playing Guitar   Reading Books   Tech Blogs   Urban Farming