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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

KAJAL CHAKOLE

ENGINEERING MANAGER

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.
- Partnered closely with Product, Platform, QA, and Solutions teams on features such as **Sales Performance Management (SPM), Distributor Onboarding, Seller Journey**, CI/CD improvements, production monitoring, and system readiness.
- 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.
- Tech: **NodeJS, React, MongoDB, Bitbucket, Kafka, Jira, MySQL**

CERTIFICATION

Advanced Scrum Master

SAFe 5 (July 2020)

AWARDS

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

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

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)

Tech Lead

2021 – 2022

TA Digital (Associate Tech Lead → Tech Lead)

Led **Performance Optimization** initiative for **AARP (USA)**.

- Led **performance optimization** initiatives for AARP (USA) targeting senior citizens 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**.