

Kunal Mishra | Senior Software Engineer

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Summary

Senior Software Engineer focused on building scalable backend systems and cloud-native SaaS platforms. Experienced with AWS, event-driven design, and integrating AI/LLMs. Committed to clean architecture, automation, and effective team collaboration.

Skills

Languages & Frameworks: Node.js, TypeScript, Python, SQL, NestJS, Angular

Cloud & Infrastructure: AWS (Lambda, API Gateway, S3, RDS, SQS, SNS, Bedrock), Docker, Terraform, CloudFormation, Serverless

Databases & Messaging: PostgreSQL, MongoDB, DynamoDB, Redis, Amazon SQS/SNS, Prisma

DevOps & CI/CD: Bitbucket Pipelines, CodeDeploy, Git

Other: Microservices Architecture, LLM Integration, System Design, Technical Leadership, Code Reviews

Experience

ThingLogix (Helios Web Services) - Senior Software Engineer

SEPT 2020 - PRESENT

- Built and scaled a **multi-tenant SaaS**, which is an **omnichannel** customer engagement platform, serving **15M+ users** across enterprise clients.
- Developed backend services using **NestJS** and **Node.js**, powering real-time, API-driven customer workflows.
- Designed a **hybrid infrastructure** combining **AWS** cloud and **on-prem** environments for secure, enterprise-grade deployments.
- Delivered a WhatsApp marketing engine with **98%+ targeting accuracy**, enhancing automated and personalized outreach.
- Developed **async workflows** using **SQS** and **SNS**, enabling decoupled, resilient processing for **event-driven** features.
- Integrated **Micro LLMs** using **AWS Bedrock** to reduce support workload by **30%**, with scalability to handle **55%** of fallback queries.
- Created **deployment** and **data migration** scripts in **Python**, streamlining release cycles and cross-environment transitions.
- Automated infrastructure provisioning with **CloudFormation** and **Bitbucket Pipelines**.

Cambiante Technologies (Helios Web Services) - Senior Software Engineer

JULY 2023 - PRESENT

- Designed and implemented scalable **B2B SaaS** using **AWS serverless** for accounting and legal firms
- Responsible for the development of core accounting, billing and invoicing modules using **Node.js** on **AWS Lambda**, **API Gateway**, and **RDS**, improving enterprise adoption and retention.
- Automated infrastructure provisioning and **CI/CD** workflows using **Terraform** and **CodeDeploy**, reducing manual deployment effort and increasing release velocity.
- Built low-latency **REST APIs** with consistent **sub-1200ms** response times for real-time dashboards.
- Improved system **throughput by 40%** through asynchronous job processing with **Amazon SQS** and scheduled automation using **cron jobs**.
- Closely **collaborated** with cross-functional stakeholders to align product roadmap with customer needs and technical feasibility.