RAHUL TIWARI

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PROFESSIONAL EXPERIENCE

Software Engineer II, Chewy, Boston, MA   Feb 2023 - Present

- Designed new prescription approval workflow using **React**, **TypeScript**, and **Next.js** for the Pharmacy Engineering Team, helping Technicians and Pharmacists with Data entry and Drug utilization review UI resulting in **$5M cost savings annually**
- Enhanced **Autoship** orders workflow created in **Java 21** and **Spring Boot** by supporting Clinic change for individual order items, preventing **23% cancellations**, resulting in a **$3.6M** revenue growth
- Engineered an organization-wide chatbot platform using **MCP server architecture**, integrating **Anthropic Claude** and **OpenAI** models to improve cross-team productivity and knowledge sharing.
- Implemented **Meta LLaMA 4 large language models** to build a developer-facing application that converts Figma designs into functional React code through contextual learning and interpretation.
- Driven design process for the Controlled Substances initiative for Chewy's Pharmacy along with **PDMP Integration** by integrating with each state regulatory website through **Bamboo Health APIs**
- Improved the fax prescription approval process by redesigning templates, refactoring existing workflows, and integrating with a new **AWS Textract Optical Character Recognition (OCR)** technology to enhance Fax form readability from **20%** to **99%**, resulting in **$1.5M** cost savings throughout the organization
- Delivered new **Jenkins CICD** templates across the organization, enabling application migration from **AWS ECS** to **EKS**
- Led backend migration to a more refined and enriched API structure, resulting in the mitigation of user-facing errors along with an increase in the reusability of new **GraphQL APIs** throughout the organization
- Spearheaded **44 cross team projects** as the EPIC owner ensuring accurate project scoping, timeline maintenance, technology investigations, on-time delivery, and user onboarding
- Created **CI/CD pipelines** for the Pharmacist Admin UI, Vet Diet Admin UI, and Workflow Service utilizing **Terraform**, **Jenkins**, and **EKS** enabling **one-click** production deployments and improved error tracking through **Splunk** and **Datadog**
- Architected scalable drug and diet prescription workflows leveraging **AWS Step Functions, AWS Lambda,** and **Kafka** to orchestrate asynchronous task execution and ensure real-time prescription state transitions across distributed systems.

Software Engineer Co-op, Dispatch Technologies, Boston, MA   Jan 2022 – Sept 2022

- Developed standalone weather tracking feature using **AccuWeather** APIs for on-field agents in the desktop and mobile applications using **React, JavaScript,** and **TypeScript** improving UI/UX and increasing product revenue by **7% per client**
- Facilitated improvement and creation of over **20+ APIs** within company applications through **Go, Python,** and **Node.js/** following **TDD/BDD** improving the field service experience for enterprises, technicians, and customers
- Managed application deployments on **Amazon Web Services (AWS)** with automation and container management tools such as **Travis CI**, **Rancher**, **Kubernetes**, **YAML**, and **Docker**
- Maintained **35** dashboards, metrics, and alarms for tracking **API** performances using **Datadog** and **Loggly**

Senior Software Engineer, Infosys Limited, Pune, MH, India   Dec 2016 – Nov 2020

- Programmed for a fast-moving consumer goods sector client using technologies such as **Java 11** and **Spring MVC** to design and implement microservices for various company-wide back-end applications
- Trained a **team of 12** junior developers and engineers, taught skills such as **NodeJS**, **RESTful APIs, SQL, and NoSQL** in project-based technologies, and worked to improve overall team performance through extensive code reviews
- Implemented skills such as **Agile Development** and **Software Quality Control** to interact with over **300 customers**, provided effective feedback and gathered requirements to successfully deliver customer-centric features across project sprints
- Devised standard operating procedures for maintenance of databases like **MySQL**, **PostgreSQL,** and **DynamoDB** to achieve **100% compliance** during frequent audits conducted to analyze the cost-effectiveness
- Established a continuous delivery framework using **GitHub Actions**, **Terraform**, and **AWS CodeDeploy** by creating build and deployment scripts to ensure smooth scaling across different application environments

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SKILLS

Languages and Databases: Java J2EE, Go, JavaScript, NodeJS, YAML, SQL, NoSQL, PostgreSQL, MySQL, MongoDB
Web Technologies: HTML5, CSS3, Bootstrap, jQuery, JSON, RESTful API, ReactJS, Redux, ExpressJS, TypeScript, Next.js
Tools/Software: Git, Spring Boot, Maven, Eclipse IDE, NetBeans IDE, Visual Studio Code, Datadog, Loggly, JIRA, ServiceNow
DevOps: Docker, Travis, Jenkins, Terraform, Rancher, Kubernetes, Packer, GitHub Actions
AWS Cloud Services: S3, IAM, EC2, Code Deploy, RDS, SES, SNS, SQS, Lambda, VPC, Route53, CloudFront, DynamoDB, ECS, EKS, Step Functions, Cloud Watch

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EDUCATION

Master of Science in Information Systems, Northeastern University, Boston, MA   Jan 2021- Dec 2022
Bachelor of Engineering in Information Technology, LNCT, Bhopal, MP, India   Aug 2012 - Jun 2016