

KINJAL SHAH

Software Engineering Leader

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SUMMARY

Dynamic and tech-savvy leader with a strong background in Software Engineering, Product Development, and Observability, who has successfully led cross-functional teams to exceed organizational goals, driving innovation and achieving results consistently. Skilled in software engineering and implementing cutting-edge technologies, methodologies, and processes. Expertly applies software development life cycle (SDLC) principles to enhance operational efficiency and reliability across various projects, increasing operational efficiency and reliability while integrating advanced technologies. Brings a unique blend of technical skills and leadership abilities that empower teams and foster a culture of growth and continuous improvement.

CORE COMPETENCIES

Software Engineering Leadership | Product Engineering | Agile Methodologies | Project Management | DevOps | CI/CD & SDLC | Product Management | Roadmap Planning | Budget Planning | Cloud Platform Development | Team Scaling & Development | Cybersecurity | ML | AI | Generative AI | Agentic AI | Cross-functional Collaboration | FinTech | Mobile Payments | SaaS & PaaS | Team Leadership and Development | Cloud Platforms (AWS/GCP) | Cybersecurity & Compliance (PCI, GDPR, ISO27001)

EXPERIENCE

Consultant (Software Development | Cyber Security | AI)

July 2024 - Present

Rosendin - San Jose, CA

- Offer custom development, cybersecurity, and AI applications consulting services to organizations, which enhance their strategic goals and improve operational efficiency.
- Currently collaborating with Rosendin's Enterprise Application team on their digital transformation journey, contributing to decisions on software solutions and process enhancements to drive efficiency.
- Facilitate Rosendin's transition to a touchless AI powered invoice process, which boosted automation from 10% to 65% in just 6 months; work closely with various business units to ensure an effective implementation.
- Collaborated with leadership teams to streamline processes, integrating essential AI tools and resources that supported an impressive 50% year-on-year business growth, ensuring scalability and improving operational efficiency.

Senior Director of Engineering

March 2019 – May 2024

Agero, Inc – Swoop Platform – San Francisco, CA

Promoted from Director of Engineering to Senior Director of Engineering, led multiple geographically distributed cross-functional teams focused on developing, enhancing, and maintaining Agero's Swoop roadside assistance platform, ensuring seamless collaboration and effective project execution.

- Managed product definitions and promoted best practices, which resulted in enhanced team efficiency and quality of deliverables.
- Grew the engineering team from 10 engineers to a cross-functional organization of over 50 engineers, supporting a business worth over \$1B, which helped scale the product and platform to support 200 %+ YoY client and volume growth
- Led the team in the development of a resilient, scalable, and secure roadside assistance platform, transforming it to a fault-tolerant, auto-scaling solution processing over 1M transactions per week with 99.98% uptime, ensuring reliability and customer satisfaction
- Generated substantial cost savings through platform optimizations, averaging over 35% annually in hardware and SaaS expenses, allowing for reinvestment into further development.
- Led the revamp of the Swoop mobile app to make it feature-rich, scalable, and secure, leading to payment acceptance on the app and a 60% increase in user adoption, which provided valuable user analytics for data-driven decisions.
- Established transparent, metrics-driven processes that continually improve, resulting in a 40% boost in developer happiness and faster feature release times, fostering a more productive work environment.
- Orchestrated the development of product and engineering roadmaps, ensuring a harmonious balance between delivering new features and managing technical debt, which improved overall platform stability.

- Implemented processes and measures to ensure compliance with various security standards, such as PCI, GDPR, and ISO 27001, which effectively helped the business secure new clients by addressing data security concerns.

Head of Engineering

May 2014– October 2018

Quisk, Inc. – Sunnyvale, CA

Promoted from Engineering Manager to Head of Engineering, where I led a transition to a unified cross-functional team of over 40 engineers, helping to streamline collaboration and efficiency. Oversaw the development and launch of a cloud-based, secure, omnichannel mobile payment processing platform for the masses without access to credit cards. Oversaw the launch of the platform in 3 countries, successfully integrating it with multiple banks and onboarding 1K+ merchants.

- Transformed a fragmented on-prem mobile payment application into a robust cloud-based platform, achieving 99.99% uptime and the capacity to handle over 10 million transactions per day, all while working with a small team and limited budget.
- Hired, coached, and mentored team members at all levels, fostering talent development and creating a strong, cohesive engineering team that grew from 11 to 45 members.
- Organized the engineering team into multiple pillars, which enabled us to release new features quickly and enhanced our ability to serve both US and international markets simultaneously.
- Partnered effectively with cross-functional teams like product management, customer service, and business to prioritize features and engineering projects, resulting in a richer user experience, higher satisfaction ratings, and a 40% reduction in customer complaints.
- Provided training opportunities for engineers and managers to support their career growth through both technical and management tracks, which inspired higher morale and fostered a strong sense of ownership within the teams.
- Forged offshore teams for mobile and web app development and client integration projects, allowing the core engineering team to concentrate on building platform features without unnecessary distractions.

ADDITIONAL PROFESSIONAL EXPERIENCE

Technical Lead + Architect | HP, Inc. - *Palo Alto, CA*

Staff Software Engineer | VISA, INC - *Foster City, CA*

Sr Member of Technical Staff | ModelN - *Redwood City, CA*

Software Engineer IV | Harris Automation - *Sunnyvale, CA*

NOTABLE PROJECTS

- Scaled the platform to process over 1M transactions weekly, ensuring 99.98% uptime.
- Implemented QA automation, reducing production defects by over 65%.
- Transformed a mobile payment application to a cloud-based platform, achieving 99.99% uptime.
- Onboarded over 1K merchants and launched in three countries.

EDUCATION

Master of Business Administration, Santa Clara University, Santa Clara, CA

Master of Science (MS), Software Engineering, San Jose State University, San Jose, CA

Bachelor Of Science (BS), Computer Science, San Jose State University, San Jose, CA

TECHNICAL SKILLS

Cloud: AWS | GCP | Cloud Migration | Multi-Tenant Cloud System | Redshift Serverless

AI: Agenic AI | AI Engineering | PyTorch | TensorFlow | MLOps | Model deployment

Technology: Microservices | GraphQL | ReST Web Services | Blockchain | Elastic Search | Kafka | Python | Java | Spring Boot | Split.io | Log4j | Linux & Apache | Couchbase | Apigee |

Security: Security (PCI | GDPR | ISO27001 | CCPA) Compliance | Secure Coding Standards | Hashicorp vault | Data Security | Identity and Access Management (IAM)

Design: Cloud & Cloud Native Platform Design | Software System Design

DevOps: Monitoring | Developer Tooling | Jenkins | Circle CI | Git Hub | Git Lab | CI/CD | Docker | Kubernetes

Project/Product Management: Agile | Scrum | Kanban | Roadmap Management | Backlog Management | Budget Planning

