

KINJAL SHAH

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SUMMARY

Experienced engineering leader with a strong background in software engineering and product development, skilled in leading cross-functional teams to drive innovation and exceed organizational goals. Successfully scaled engineering teams and platforms, notably transforming a roadside assistance platform to process over 1M transactions weekly and growing a team from 10 to over 50 engineers. Aims to leverage technical expertise and leadership skills to foster growth and continuous improvement as an Engineering Director/VP.

CORE COMPETENCIES

- **CORE COMPETENCIES:** Engineering Leadership, Product Development, AI Engineering, Generative AI, Agentic AI, ML Ops, MCP, Agile, Project Management, DevOps, CI/CD & SDLC, Product Management, Roadmap Planning, Budget Planning, Cloud Platform Development, Cross-functional Collaboration, FinTech, Mobile Payments, SaaS & PaaS, Team Leadership and Development, Cloud Platforms (AWS/GCP), Cybersecurity & Compliance (PCI, GDPR, ISO27001)
- **Cloud:** AWS, GCP, Cloud Migration, Multi-Tenant Cloud System, Redshift Serverless
- **AI:** Context Engineering, LLM Engineering, Prompt Engineering, MLOps, Model deployment, OpenAI Agents SDK, LangChain, AutoGen, MCP, PyTorch, TensorFlow, Gradio, Hugging Face
- **Technology:** Microservices, GraphQL, REST Web Services, Blockchain, Elastic Search, Kafka, Python, Java, Spring Boot, Split.io, Log4j, Linux & Apache, Couchbase, Apigee
- **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 & Backlog Management, Budget Planning
- **Security:** Security (PCI, GDPR, ISO27001, CCPA) Compliance, Secure Coding Standards, Hashicorp vault, Data Security, Identity and Access Management (IAM)

WORK EXPERIENCE

MKFS Tech

Founder / Chief Consultant (Software Development / FinTech / AI)

Offer custom development, cybersecurity, and AI consulting services to organizations, which enhance their strategic goals and improve operational efficiency.

Oct 2018 - Present

San Jose, CA

- Rosendin Electric (July 2024 - Present): Currently helping Rosendin's transition to a touchless, AI-powered invoice processing system, which boosted automation from 10% to 65% in just six months.
- Implemented an AI-powered SMS service for recruiting and the HR team for outreach with potential, in-process, and newly hired candidates. This resulted in a faster turnaround time and a better candidate experience.
- Previous Projects (2018 - 2019): Worked with a prominent solution provider in Jamaica to implement and maintain a Mobile payment platform. Integrated multiple banks and onboarded thousands of merchants on the platform.
- Collaborated with a neobanking startup in Ireland and implemented a payment solution on top of the core banking platform to provide an e-commerce offering for its merchants.

Agero, Inc - Swoop Platform

Senior Director of Engineering

Mar 2019 - Jun 2024

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 35 engineers, scaling the product and platform to support over 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.

Quisk, Inc.

Head of Engineering

May 2014 - Sep 2018

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.

AGENTIC AI PROJECTS

Career Conversation Chatbot

AGENTIC AI PROJECTS

- Created a Career Conversation Chatbot that uses LLM and RAG to answer questions about a person's career.
- Technologies used: RAG, VectorDB, OpenAI Agents SDK, LLM, Agentic Tools.

AI application that ingests proprietary data in a Vector DB using RAG

AGENTIC AI PROJECTS

- Created an AI application that ingests proprietary data in a Vector DB using RAG and uses it to answer user questions.
- Created an eval test framework to evaluate the answers and give them a score.
- Used multiple LLMs one to answer question and another to evaluate the answers.
- Technologies used: RAG, VectorDB, LangChain,

EDUCATION

Santa Clara University, Santa Clara, CA

Master of Business Administration

San Jose State University, San Jose, CA

Master of Science (MS), Software Engineering

San Jose State University, San Jose, CA

Bachelor Of Science (BS), Computer Science

CERTIFICATIONS

- **Generative AI Fundamentals:**Databricks
- **The Complete Agentic AI Engineering Course:**Udemy
- **Agentic AI Bootcamp:**SuperDataScience