SUKHDEV KUSHWAHA

Engineering Manager | Solution Architect @ Nexsales - inhouse Product Development

11+yrs of experience in Agile Development, Project Management and Architectural Solutioning

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📋 AT A GLANCE

- A dynamic and enthusiastic Software Manager and Architect with 11+ years of experience in driving business growth through innovative technology solutions.

- Technical leadership experience in software involving end-to-end Digital/Cloud Transformation, Process Automation, Solution Architecture, CI/CD, DevOps, and third-party integrations.

- 8+yrs of results driven experience in leading high-performing teams and collaborated closely with cross-functional leaders to drive rapid software release cycles and achieve business objectives using technology.

- Proven ability in bridging the gap between business and technology, designing resilient microservices, scalable data pipelines, and cost-effective cloud solutions.

- Demonstrated success in building and mentoring high-performing teams, fostering a culture of innovation, continuous improvements and delivering exceptional customer value.

- Key achievements include transitioning to serverless infrastructure, optimizing B2B marketing strategies, process automations and enhancing system capabilities through third-party API integrations.

- Developed and maintained architectural patterns, standards, and security protocols throughout the product lifecycle.

As a strategic technology leader, I am passionate about leveraging technology to drive business growth and create sustainable competitive advantages.

🧠 STRENGTHS

- **Strategic Technology Leadership:** Aligning IT roadmaps with business growth strategies to maximize ROI.

- **Innovation Catalyst:** Identifying and implementing innovative technologies to drive competitive advantage.

- **Agile Delivery Excellence:** Leading cross-functional teams in rapid software releases with consistent quality.

- **Data-Driven Strategy:** Utilizing analytics to optimize processes and enhance decision-making.

- **Cloud Infrastructure Efficiency:** Expert in optimizing cloud ecosystems for scalability and cost-effectiveness.

- **High-Performance Team Development:** Mentoring teams to foster a culture of innovation and high standards.

💡 SKILLS

- **Specializations:** Agile Methodology, Microservices Architecture, Cloud-Native Development, Data Architecture, API Integration, Web applications, Mobile-First Design, Prompt Engineering

- **Technical Skills: (Frontend) -,** React, Nextjs, Javascript, jQuery, **(Backend)** -, Nodejs, Python, Java, Socket.io, Webrtc, REST, GraphQL, WebSocket, **(Databases) -,** Postgresql, MySql, Riak, Redis, MongoDB, **(Devops) -,** Docker, Kubernetes, GCP, Git Workflow, DNS Management

- **Soft Skills:** Team Management, Project Management, Issue & Change Management, Client Relationship Management, Cross Functional Collaboration

- **Tools:** Jira, Confluence, Figma, GitHub, Auth0, Postman, WordPress, MS Clarity, Google Analytics, PowerBI, Twillio, Salesforce

EXPERIENCE

DELIVERY MANAGER 2, at NEXSALES

Skills Acquired: nodejs | react | nextjs | riak | mysql | postgresql | redis | memcache | webpack | material design | tailwind | webrtc | websockets | socket.io | rest apis | jira | confluence | git | git workflow| cloud function | cloud run | cloud pub sub | cloud tasks | cloud build | cloud triggers | docker | ms clarity | google analytics | wordpress | figma | powerbi | salesforce | agile | change management | project management | team management | client management | ai prompt engineering

Nexsales is a sales acceleration company specializing in demand generation and lead discovery.

While playing dual role of delivery manger and their principal architect, I was instrumental in designing and bringing to market **4 major products** from scratch and upgradation **of 2 legacy projects** along with multiple daily **productivity boosting tools**

- Work closely with customers to understand **opportunities** where **technology** can be used to drive business efficiently and effectively leading to **process automations** and **adoption**/development of **new technologies**.

- Studied B2B **marketing** practices and designed closed-loop marketing strategy resulting in **5X increase** in lead generation and successfully implemented the ideas into the different products and **automated data pipelines**.

- Defined, documented, and executed **business roadmap, engagement model** and best practices for seamless execution that accelerated project **timelines by 30%**.

- Played a pivotal role in designing, developing, and maintaining software within an **agile framework**, contributing to **20% reduction** in development time.

- Effectively managed and prioritized project deliverables through collaboration with **cross-functional** teams, resulting in a **15% increase** in team productivity.

- Mentoring, grooming, and leading a team of **12 (8 software engineers + 2 Testers + 2 UX/UI) engineers**.

- Hired and onboarded a team of 6 high-performing engineers, resulting in a **20% increase** in product **development** efficiency.

Some Technical Things

- Planned and executed a successful move to fully **serverless infrastructure**, reducing costs significantly by **50%**.

- Enhanced **user engagement** through UX optimization, leveraging design frameworks like Material Design, Tailwind and data-driven insights from Google Analytics & MS Clarity.

- Designed and implemented **Node.js microservices** for efficient search queries over 10+ million contacts. **Achieved 50% faster** searches and 20% more complex queries with 50% download speed.

- Developed a scalable, **distributed, cloud**-based data processing pipeline using GCP services to process large data files with 10+M records, resulting in a **30% reduction** in processing time and **15% increase** in data throughput

- Feature & technical design for resilient **REST, GraphQL,** and **WebSocket** based microservices in Nodejs and horizontally scalable and **highly available data store** using Riak DB.

- Architected a highly **scalable**, fault-tolerant **microservices** architecture using Node.js, Nextjs, Postgres and Redis DB achieving **25% reduction** in latency and **60% increase** in throughput while maintaining 99% uptime.

- Streamlined and accelerated the development process by implementing **automated CI/CD** using cloud triggers and git workflow, **35% reduction** in deployment time.

- Boosted **sales pipeline by 20%** by integrating third-party APIs (Apollo, Salesforce, Outreach, Twilio) to enhance system functionality and improve data visibility through **PowerBI** dashboards.

- Managed **Google Cloud infrastructure** maintaining 99% uptime and optimal performance

- Leveraged **DNS** and **load-balancing** technologies to ensure efficient and reliable web traffic routing, improving website performance and scalability.

ASST. MANAGER, at UGAM SOLUTIONS - A MERKLE COMPANY

Skills acquired: leadership | strategic thinking | business acumen | change management | project management | team management | client relationship management | problem solving | decision making | agile | scrum | multi-threading | webservices | web apis | nodejs | reactjs | javascript

- Successfully led 50+ complex projects to completion, exceeding **client expectations** in terms of quality, **delivery time**, and **budget**
- Managed projects efficiently through rigorous milestone tracking, **risk mitigation**, and effective client communication, reducing project **timelines** by **10%**.
- Established project vision and goals, **motivating cross-functional** teams to deliver successfully.
- Demonstrated financial expertise by overseeing project financials, ensuring profitability and optimizing resources, achieving **30% cost savings** and maintaining profit margin on all projects.
- Oversaw investigations to identify **root causes (RCA)** and implemented strategies to **prevent recurrence**, mitigating risks and improving overall system reliability.

APR 2017 – MAR 2021

TEAM LEADER (TECHNICAL LEAD), at UGAM SOLUTIONS - A MERKLE COMPANY

Skills acquired: nodejs | reactjs | html | javascript | jquery | xml | css | ms sql | ajax | memcache | multi-threading | mongodb | webservices | web apis | google analytics

- Technical ownership of projects and demonstrating proactive engagement to **deliver solutions**.
- Stay up to date with emerging technologies to **drive innovation** and **optimize performance**.
- Skilled in implementing **OAuth** systems for secure authentication.
- **Cross-platform development** using technologies like Node JS and React JS.
- Mentored a **team of 10** individuals boosting the team utilization to **increase by 150%**.

APR 2015 – MAR 2017

SR. PROGRAMMER, at UGAM SOLUTIONS - A MERKLE COMPANY

Skills acquired: vb.net | sql | html | javascript | jquery | css | dimension | surveytogo | ajax | xml | google analytics

- Developed solutions that can be **spanned across** projects which are simpler, reliability and can be **re-used** easily which decreased the **development time** projects by **50%**.
- Executed **50+ customer** feedback projects with **120%** utilization over 3 years.
- Won employee of the quarter **5 times in 2 years** for demonstrating exemplary performance and result oriented output.

JUL 2013 – MAR 2015

JR. PROGRAMMER, at UGAM SOLUTIONS - A MERKLE COMPANY

Skills acquired: vb.net | dimension | html | jquery | ajax | css | javascript | pyhton

- Independently revamped an outdated javascript scraping tool, resulting in significantly **improved efficiency**.
- Developed a shell script to **automate keyword scraping** from large files, streamlining the data collection process.
- Contributed to the development of over **4+ products**, demonstrating versatility and adaptability.
- Received accolades for quick adaptation to modern technology in less than **3 months.**
- Controlled the quality of the projects delivered with less than **3 errors per year**.

🚀 PROJECTS

Campaign Execution

Skills acquired: nodejs | react | nextjs | postgresql | redis | memcache | webpack | material design | tailwind | webrtc | websockets | socket.io | docker | rest apis | jira | confluence | git | cloud function | cloud build | project management | change management | ai prompt engineering

- Developed a comprehensive **marketing automation** platform that streamlines mass email campaigns, facilitates landing page creation, and provides robust analytics for email open rates, landing page performance, and lead management resulting in **5x productive boost**.
- Architected a high-performance **live chat support** system with real-time lead conversion functionality. Utilized **socket.io** to enable seamless communication and facilitate instant lead conversion, resulting in a **3x increase** in conversion rates.
- Integrated **Twilio** for real-time **calling and recording** capabilities, enabling efficient lead qualification and call analysis **increasing** response time by **10%**

Market Sizing Tool

Skills acquired: nextjs | postgresql | material design | rest apis | nodejs | react | tailwind | jira | confluence | git | git workflow| cloud function | cloud build | confluence | jira | docker | project management | ai prompt engineering

- Developed a **sales enablement application** that empowers sales representatives to display real-time Total Addressable Market (TAM) data for Contact Build Requirements (CBR) of clients, providing a **competitive advantage** in sales meetings.
- Implemented a **serverless architecture** and **optimized database** design to deliver **real-time** insights from a massive dataset of **millions** of records.
- Integration with **Calendly for meeting** setups and apollo/zoom platform for **real time data** refresh.

Reporting App

Skills acquired: nodejs | nextjs | tailwind | postgresql | html | javascript | jquery | css | ajax | web apis | git | cloud function | cloud build | confluence | jira | docker | powerbi | project management | ai prompt engineering

- Developed a **reporting platform** that delivers **interactive, customizable reports** to clients, replacing static Excel-based data sharing with dynamic and actionable insights.
- Integrated with **Power BI** to provide interactive visualizations and in-depth data analysis in real time.
- Reduced report generation time by **50% compared** to previous manual processes and Increased report usage by **30% due to liveliness** and easy of creation.

RightLeads App

Skills acquired: nodejs | nextjs | tailwind | postgresql | html | javascript | jquery | css | ajax | web apis | git | cloud function | cloud build | cloud pub sub | cloud run |confluence | jira | docker | ai prompt engineering

- Developed a **data warehouse** to centralize lead processing and historical data for operations teams, replacing unreliable Excel-based data management.
- Enhanced **data accessibility** and search capabilities, reducing data **processing time by 30%**.
- Implemented automated data refreshes through **third-party API** integrations, **saving 80% of manual** effort.
- Established a robust **data pipeline** to seamlessly feed multiple downstream applications with **high-quality** data.

ACHIVEMENTS

- ScrumMaster® certification in July 2022: [Certificate](#)
- More certification on [LinkedIn](#)
- Awarded **Push Boundaries** award for exceptional client management and exceeding expectations ([Award Ceremony](#))
- Received **client accolades** for being dedicated, responsible, and providing result-oriented output.
- Awarded with **Leadership Award** for outstanding contributions to training, team bonding, and employee motivation.

EDUCATION

APRIL 2013

GRADUATION in **BSC.IT (INFORMATION TECHNOLOGY)**