

SUKHDEV KUSHWAHA

11+yrs of experience in [Agile development](#), [Project management](#) and [Cloud Architect](#)
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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 to bridge the gap between business and technology by designing resilient microservices, scalable data pipelines, and robust cloud-based solutions resulting in 20% cost reductions and 30% performance improvements.
- Strong experience in hiring (have taken 100+ interviews), strategic planning, performance evaluations and project management, including mentoring/coaching.
- 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.
- Strong emphasis on lifelong learning with proven ability in exceeding customer expectations by delivering outcome-based engineering solutions.

Seeking a challenging role to leverage my leadership and technical expertise in driving digital transformation, process automation, and business growth.

SKILLS

Soft Skills

- Project Management
- Team Management
- Client Relationship Management
- Issue | Change Management
- Flexible team player
- Strategic thinker
- Problem Solving
- Good mediator
- Positive Attitude

Integrations

- PowerBI
- Twilio
- Salesforce | Outreach
- Seamless | Apollo
- Web API | Microservices

Technical Skills

Frontend

- React | Nextjs
- Javascript | JQuery
- HTML | CSS | Bootstrap

Backend

- Nodejs | Python | Java
- Socket.io | Webrtc

Data Stores

- Postgresql | MySql | Riak
- Redis | Memcached

Devops

- GCP | Git Workflow
- Docker | DNS

Tool and Techniques

Techniques

- Web applications | API Integration
- Distributed Architecture | Micro Service
- Responsive Design | Stateful Ui Design
- Agile Methodology
- Test Driven Development
- Black | Gray | White Box Testing

Tools + AI

- Jira | Confluence | Notion
- Git | Postman
- ChatGPT | Gemini
- WordPress | MS Clarity | Figma
- Google Analytics
- VS Code | Eclipse | Dreamweaver
- Dimension | Dooblo | Survey Monkey

EXPERIENCE

NOV 2021 – PRESENT

DELIVERY MANAGER 2, at NEXSALES

Skills Acquired: nodejs | react | nextjs | riak | mysql | postgresql | redis | memcache | webpack | material design | web rtc | websockets | socket.io | rest apis | jira | confluence | git | git workflow | cloud compute engine | cloud functions | cloud run | cloud pub sub | cloud tasks | cloud build | cloud triggers | docker | ms clarity | google analytics | wordpress | figma | powerbi | salesforce | agile

[Nexsales](#) is a sales acceleration company specializing in demand generation and lead discovery. While playing dual role of delivery manager 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**

Roles & Responsibilities

- 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 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.
- Design, **architect**, test, deploy, maintain, and improve software inside an **agile development framework**.
- Coordinating with **cross functional teams**, working groups, testing teams to manage and plan individual project **priorities, deadlines, and deliverables**.
- Mentoring, grooming, and leading a team of **12 (8 software engineers + 2 Testers + 2 UX/UI) engineer**.
- Hired and onboarded a team of **6 high-performing engineers**, resulting in a **20% increase** in product development efficiency.

Key Achievements

- Planned and executed a successful move to fully **serverless infrastructure**, reducing costs significantly by **50%**.
- Studied user behavior to optimize role-based UX leveraging material design and **MS Clarity**.
- Designed UI and backend to deliver a fast intuitive way to build complex **search queries** over a **large data** (10 million) set of contacts for **faster search** and download.
- Design and implementation of **scalable distributed file processing** pipeline to enable processing and **ingestion of large data** files (100k to 10M records) using only **Google Cloud Platform** services.
- Feature & technical design for resilient **REST-based microservices** in NodeJS.
- Technical design of horizontally scalable and **highly available data store** using Riak DB.
- Technical design of an automated system to perform monthly maintenance of PostgreSQL DB for **faster performance** by deleting **dead tuples** leveraging **vacuum verbose** resulting in **50% increase** in performance.
- Streamlined and accelerated the development process by implemented **automated CI/CD** using **cloud triggers** and **git workflow**, **30% reduction** in deployment time.
- Increased **sales pipeline** by **20%** through **integration** of third-party **APIs** (Apollo, Salesforce, Outreach, Twillio) to enhance system capabilities and improve data flow.
- Managed **Google Cloud infrastructure** maintaining **99% uptime** and optimal performance
- Managed **DNS infrastructure**, implemented a **load-balanced** website routing solution, resulting in a **30% reduction** in page load times.

Projects

Campaign Execution

Skills acquired: nodejs | react | nextjs | postgresql | redis | memcache | webpack | material design | webrtc | websockets | socket.io | rest apis | jira | confluence | git | cloud function | cloud build | jira | confluence

- 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 | jira | confluence | git | git workflow | cloud function | cloud build | confluence | jira | docker

- 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 | postgresql | html | javascript | jquery | css | ajax | web apis | git | cloud function | cloud build | confluence | jira | docker | powerbi

- 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 | postgresql | html | javascript | jquery | css | ajax | web apis | git | cloud function | cloud build | cloud pub sub | cloud run | confluence | jira | docker

- 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.

APR 2021 – NOV 2021

8.7 yrs. OF SINGLE ORGANIZATION EXP.

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

- Initiated and conducted **project kick-off** meetings with clients to clarify **requirements**, define **scope**, budget, and deliverables.
- Ensured project success through rigorous **milestone tracking**, risk mitigation, and **client communication**.
- Established project vision and goals, **motivating cross-functional** teams to deliver successfully.
- Managed project financials, including **budgeting**, forecasting, and **change control**.
- 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 | webservises | web apis | google analytics

- Technical ownership of projects and demonstrating proactive engagement to **deliver solutions**.
- **Cross-platform development** using technologies like Node JS and React JS.
- Code review, optimization and built presentation layer using **AJAX to reduce the load time** of web pages.
- 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 **150+ 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

- 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**.
- Identifying BOT interaction with the technique like **captcha**, **screen click**, mouse movement, bot identification.

ACHIVEMENTS

-  ScrumMaster® certification in July 2022 : [Certificate](#)
-  Push Boundaries award for managing clients, meeting client expectations, pushing boundaries, and working beyond expectations. Award ceremony (YouTube): <https://youtu.be/OFxFyo0dqly>
-  Received client accolades for being dedicated, responsible, and providing result-oriented output
-  Won Leadership Award for training, team bonding and motivation.
-  Received several THANK YOU cards from individuals, for helping and guiding them through some special/complex setup.

EDUCATION

APRIL 2013

GRADUATION IN BSC.IT (INFORMATION TECHNOLOGY),

SHANKAR NARAYAN COLLEGE, BHAYANDER, MUMBAI

Cleared with First Class (74.37%).