Karan Krishnani

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Technical Lead & Architect Profile

Blending technical prowess with a strategic mindset, I lead full-stack development and architect cloud-driven, AI-powered solutions that not only solve complex problems but also elevate user experiences and deliver business impact across industries.

- Proven success in leading development projects from conception to deployment in line with strategic business objectives.
- Demonstrated expertise in driving innovation in various technologies to enhance user engagement and operational efficiency.
- Skilled in employing advanced programming practices to deliver high-quality, scalable, and sustainable technology solutions.
- Adept at fostering team collaboration and enhancing technical leadership capabilities through targeted initiatives.
- Committed to integrating robust systems architecture and streamlining processes to improve service delivery and cost reductions.

Core Competencies

• Technical Leadership • Software Architecture • User Centric Design & UX • Full-Stack Development	• Entrepreneurial Mindset • AI/ML Implementations • Agile & eXtreme Programming • Continuous Integration & Testing	• System Integration • Cloud Computing Solutions • Team Leadership & Development • Client Relationship Management

Professional Experience

THOUGHTWORKS INC, Various Locations   **2015 to 2024**
Technical Lead / Developer – Government Agency – Washington DC (Remote) **(2022 to 2024)**

Headed development projects as technical lead while steering the team in the design, implementation, and maintenance of innovative software solutions. Created self-service platforms with keen focus on user empowerment through advanced chatbot technology. Drove project phases from concept through deployment to ensure technical solutions meet strategic business objectives. Collaborated across departments to integrate services and enhance system architecture, emphasizing scalable and sustainable tech infrastructure.

Key Achievements/Contributions:
- Achieved ~10K monthly user engagement and decreased call center traffic by integrating self-service capabilities in chatbot technology.
- Revamped the vendor collaboration process by restructuring weekly calls and integrating a shared project board, leading to full transparency, defined task ownership, and enhanced tracking.
- Led architectural strategy for a new chatbot platform by executing a standard specification that streamlined integration by 30%, enhanced cross-team collaboration, and facilitated launch of a critical feature and development of another major feature within four months.
- Enhanced senior developer's performance and team communication by initiating a targeted two-and-a-half-month development plan, resulting in improved engagement and integrated review processes.
- Streamlined MVP scope for the chatbot's live chat escalation feature by 60%, balancing project feasibility with technical leadership; maintained the timeline and facilitated post-launch iterations.
- Developed and launched a standardized onboarding process for a multi-user chatbot platform that reduced integration time and enhanced communication efficiency.
- Enhanced conversational AI effectiveness by collaborating with Data Scientists and Machine Learning Engineers, utilizing ~200K transcripts to refine the Natural Language Understanding model.
- Resolved critical connectivity issues for the Chatbot Platform's Prescriptions feature to ensure on-time QA testing and launch within a three-month deadline.

Technical Lead / Developer – Non-Profit (Investigative Journalism) – Chicago, IL (Remote)   **2020 to 2022**

Oversaw technical leadership for the development of a web-based case management system to improve police accountability. Employed eXtreme programming practices including TDD and pair programming to foster culture of quality and precision in software development.

Key Achievements/Contributions:
- Transformed case-handling efficiency by automating the ingestion of 1,600 police allegations into a searchable database to improve process accessibility and response time.
- Directed initiatives to transition the project from closed to open source to broaden accessibility and collaborative potential.

Technical Lead / Developer – Hospital (Radiology Department) – New York, NY   **2019**

Led a development team in the creation of a patient-focused digital platform to enhance access to healthcare services and reduce operational burdens on staff. Integrated scheduling applications with hospital management systems, focusing on user-friendly interfaces and after-hours service availability. Ensured robust application performance through continuous integration and testing of healthcare microservices while maintaining high reliability and compliance with medical standards.

Key Achievements/Contributions:
- Pioneered a patient scheduling application within Radiology, resulting in securing over 1,300 appointments in four months.
- Directed a development team to launch a mobile app for appointment scheduling within a two-month deadline, resulting in new business worth 4.5 million.

Technical Lead / Developer – Hospital (Patient Digital Experience) – New York, NY   **2017 to 2019**

Oversaw the integration of mobile-optimized applications with the client's enterprise native apps using a hybrid approach. Promoted a collaborative environment through the 'tres amigos' approach, fostering effective story writing and grooming by bringing together diverse perspectives from QA, product management, and technical leadership.

Key Achievements/Contributions:
- Enhanced mobile app monitoring and user experience insights by developing Grafana dashboards.
- Led team in enhancing and supporting robust web applications for physician appointment scheduling and telehealth services.

Senior Developer – Financial Institution (Regulatory Affairs) – New York, NY   **2017**

Oversaw web application functionalities aimed at supporting the mobile interface with continuous data feed. Led initiatives to maintain high code quality and adaptability through ongoing design pattern improvements and peer mentoring. Administered development workflow by integrating a UI testing suite into the continuous integration pipeline to ensure quality and reliability.

Key Achievements/Contributions:
- Cultivated team expertise and innovation by mentoring junior developers and leading design pattern adoption.
- Collaborated in the development of a mobile application for iOS that provided executives with an accurate, streamlined view of the company's regulatory standing while serving as a single source of truth.

Senior Developer – Financial Institution (Consumer Lending) – Wilmington, DE   **2015 to 2016**

Led knowledge-sharing sessions and architectural reviews to ensure best practices and continuous learning within the team. Organized professional development activities, such as book club meet-ups, to encourage team growth. Drove the integration process with third-party vendors for critical credit decision functionalities, ensuring compliant and efficient communication processes.

Key Achievements/Contributions:
- Optimized team agility and cross-regional collaboration using XP practices to ensure effective nightly handoffs with counterparts in India and smooth project continuity.
- Steered backend development for a strategic consumer lending platform, facilitating the automation of multi-step loan application communications, including emails and letters.

Additional Experience as **Lead Developer / Sr. Associate** at NOMURA, NY **| Sr. Developer** at JPMORGAN CHASE, NY

Entrepreneurial Experience

Solo Founder / Developer / Designer / Marketer, Pigment Sketch
- Developed Pigment Sketch, an AI-powered tool for creating children's coloring pages, optimizing for use by parents, teachers, and creators via a credit-based model.
- Engineered and deployed a serverless application using Next.js, SST, and Supabase, integrating AWS and Stripe for functionality and payments, completing the project within two weeks.

Founder / Digital Marketer / Web Developer / UX Designer, C2Log
- Hired and collaborated with a freelance designer to develop a Figma prototype featuring 10 screens. Conducted validation testing on the SaaS concept, confirming multiple hypotheses and testing product-market fit through quality assurance processes.
- Initiated cold outreach to 4,500 pharmacists via LinkedIn and conducted discovery interviews with 15 pharmacies.

Technical Co-founder / Lead Architect / Software Engineer, Nimdone Inc
- Led creation and leadership of a delivery team that successfully launched a SaaS web application aimed at academic physicians, residents, and fellows. Directed a team of four web developer contractors to build the web application.
- Executed five usability tests, gathering critical user feedback that informed continuous improvements in the web app's design and functionality. Implemented targeted email marketing campaigns to over 2,000 leads across various market segments.

Education

Bachelor of Science in Computer Science, Stony Brook University (GPA: 3.5)

Technical Skills

Languages: JavaScript/TypeScript, Java, Python, C#, PHP, Swift**Observability:** AppDynamics, Sentry, DataDog, Grafana
Data: MySQL, Postgres, MongoDB, Elastic, DynamoDB **| Frontend:** React/Redux, Next.js, HTML/CSS, TailwindCSS, Vue, Angular
AI / ML: DataBricks/Jupyter/Collab, Hugging Face, Transformers.js, Word Embeddings, Cosine Similarity, Vector Distance
Tools: Git (Source Control), Docker (Containers), Figma (Wireframing/Prototyping), Terraform (IAC), SST
Backend: Node.js/Express, Apollo GraphQL, Sequelize, Webpack, Vite **| IaaS/PaaS/Cloud:** AWS, Azure, GCP, Heroku, Netlify
Testing: Unit, Integration, Contract, UI/Functional