

Gurjit Chahal

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SUMMARY

Senior Software Engineer with 8+ years of experience building enterprise SaaS platforms, AI-powered products, and customer-facing applications at scale. Experienced in owning products end to end across onboarding, workflow automation, and operational tooling using React, TypeScript, Node.js, PostgreSQL, and cloud-native technologies. Proven track record delivering high-impact solutions that improve user efficiency, operational performance, and product adoption.

TECHNICAL SKILLS

- **Languages:** TypeScript, JavaScript, Python, Java, Node.js
- **Frontend:** React, Next.js, TypeScript
- **Data & Messaging:** Apache Kafka, Redis, PostgreSQL, Azure SQL, DynamoDB, AWS
- **Cloud & Infrastructure:** GCP, Kubernetes, Docker, WCNP(Walmart Native Cloud Platform), AWS Lambda
- **Development & Quality:** Jest, JMeter, Grafana, Splunk, Jasmine, Git, Atlassian Suite, Enterprise Application Development, Multi-tier Software Application Development, Iterative Development, Lean Development

PROFESSIONAL EXPERIENCE

Jan 2026 - Present

Software Engineer - Contract

- Transformed an early-stage AI-assisted CRM platform into an enterprise-ready SaaS application through enterprise application development, supporting customer onboarding, account management, and operational workflows.
- Designed and implemented a multi-tenant React and Node.js architecture for multi-tier software application development, supporting enterprise onboarding, account management, role-based access, and operational workflows.
- Built onboarding and account provisioning workflows using iterative development practices, reducing customer setup time from multiple hours to less than 30 minutes and improving time-to-value for new organizations.
- Implemented role-based access controls, permissions management, and administrative tooling to support enterprise governance requirements through PostgreSQL and Prisma.
- Architected a scalable system by refactoring 5K+ lines of AI-generated code into modular Node.js services, applying lean development practices to reduce technical debt and improve system uptime by 10%.

Walmart Inc.

Apr 2022 - Dec 2025

Senior Software Engineer

- Led frontend development of AI-powered Agent Assist workflows integrating LLM-driven recommendations and real-time customer context into support experiences, reducing average handle time by 20%.
- Built and operated real-time customer support workflows leveraging Kafka event streams, distributed microservices, and cloud-native infrastructure, supporting millions of customer interactions and ensuring reliable state synchronization across systems.
- Designed observability dashboards, production alerting, and operational monitoring using Splunk, improving incident detection and reducing mean time to resolution for critical workflows.
- Led investigation and resolution of production issues spanning React applications, Node.js services, Java APIs, Kafka consumers, and cloud-native infrastructure.
- Owned development of Walmart+ and InHome membership management experiences, enabling support agents to manage subscription eligibility, account changes, and customer lifecycle workflows at scale.
- Partnered with product, operations, and client-facing stakeholders to identify workflow bottlenecks and deliver solutions that improved agent efficiency by over 30%.
- Designed API contracts, resiliency strategies, caching approaches, and distributed workflows for high-volume customer support systems spanning React, Node.js, Java services, Kafka, and cloud-native infrastructure.

Exxact Corporation Inc.

Aug 2020 - Apr 2022

Software Engineer

- Engineered a customer-facing product configurator using Angular and Node.js, resulting in a 15% increase in user engagement and streamlined product discovery.
- Developed customer-facing purchasing and checkout experiences, including Stripe payment integrations.
- Improved conversion and customer experience through performance optimization and UX enhancements.

Crosslink Professional Tax Services

Jul 2018 - Aug 2020

Software Engineer

- Developed and maintained customer-facing web applications using React and Redux, contributing new features and platform improvements.

EDUCATION

University of California, Merced
B.S., Computer Science & Engineering

2018