

Nikhil Krishna Nair

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Languages : English, Hindi, Malayalam (Native/Bilingual Proficiency)

Profile:

I am a seasoned software professional deeply passionate about web programming and its power to revolutionise user experiences. My career has revolved around harnessing internet technologies to drive transformative change across diverse domains such as logistics, asset management, banking, and healthcare. I have worked in multiple roles from DevOps to development, quality assurance to product ownership. I love taking business problems and designing simple, resilient solutions for them.

Beyond my core focus, I maintain a keen interest in Distributed Systems, Functional Programming, and Lean Product Development. I am the co-host of the [Blockchain Dialogues Podcast](#), where I delve into the technicalities of blockchain products. I have also hosted episodes on the [Software Engineering Radio Podcast](#) where I discuss software engineering practices and tools.

Experience:

Staff Engineer - cargo.one

Sept 2020 - Present (3 years 6 months) cargo.one is an online marketplace for air freight. We have moved from being a EU focussed company with 5 airline integrations when I joined to over 50 airline integrations and a global focus. We also opened up new revenue streams and relaunched the platform with a pro offering.

- Contributed as a team member in the development and enhancement of cargo.one's online marketplace platform, focusing on backend services and integration with airline cargo management systems.
- Collaborated on designing and implementing core system architecture modifications to meet evolving customer requirements to support multiple accounts. This allowed us to onboard and support larger enterprise clients like Dachser on our platform.
- Led the upgrade of our asynchronous messaging platform from Airflow to Celery. This reduced outages and support tickets for delayed/missing notifications by 80%. It also eliminated the need to maintain a complex sub-system reducing complexity.
- Actively participated in code reviews and discussions, providing insights on code design and best practices, and contributing engineering principles.
- Led the development of a collaborative repository of engineering principles and code practices, which was widely adopted by the development team.
- Regularly assumed the role of technical production support, collaborating with the business facing areas to gain deep insights into the platform's operational effectiveness and identifying areas for improvement.
- Initiated and collaborated on production incident responses and set up post-mortems to share findings and discuss mitigation and facilitated the implementation of internal tooling and documentation enhancements based on production insights, contributing to process efficiencies and platform reliability.

- Worked with the Big Query datalake on various ETL integrations between the PostgreSQL database and Big Query datalake using DBT. We moved to Big Query from the existing self hosted Metabase platform.

Skills: Python, GRPC, PostgreSQL DB, dbt, Redis, Protobuf, Docker, Kubernetes, Grafana, BigQuery, GCP, GitLab CI/CD, Technical Design, Celery, Airflow, Metabase, Sentry

Blockchain Consultant - UST

Nov 2019 - Sep 2020 (11 months)

- I consulted at a large asset management company in London, UK as a Blockchain specialist. Here I was looking into various efforts to leverage DLTs in the asset management domain.
- I explored use cases from the perspective of eliminating inefficiencies in the asset management pipeline as well as the introduction of new types of asset classes that leverage the unique capabilities of blockchains.
- I was also technical lead on a project to build chat-bots on the Symphony platform for Axe trading in Forex markets.

Skills: Requirements Analysis, Python, Ethereum, Technical Vision, Amazon Web Services (AWS), Solution Architecture

Senior Solutions Architect - UST

Jan 2018 - Nov 2019 (1 year 11 months) I was involved in the innovation incubator at UST Global - Infinity Labs. I lead the Blockchain practice here and managed an Internship program that supported 200 interns every 6 months.

- Led multiple blockchain initiatives, focusing on data privacy and trust issues. Developed prototypes in retail product tracking and healthcare using Ethereum and Hyperledger platforms.
- Worked collaboratively with academic interns and institutions, exploring future concepts of trust and data in business.
- Designed and implemented a rapid prototyping workflow, utilising containerization, Kubernetes, and CI/CD pipelines.
- Managed multiple cloud providers to scale infrastructure and developed specialised tools to maintain controlled access while supporting a dynamic work environment with partners and interns.

Skills: Amazon Web Services (AWS), Kubernetes, Docker, Ethereum, Solidity, Remix, Solution Architecture, Amazon SMS, Message Queues

Solutions Architect - UST

Dec 2014 - Jan 2018 (3 years 2 months)

- Provided technical support across various accounts, devising and proposing solutions to address client business challenges.
- Led the development of an experience visualisation platform, utilising Kinect and touchscreens for immersive user experiences. Managed the product from Proof of Concept to the initial release as the product owner.
- Engaged in Robotic Process Automation using the Blue Prism platform, significantly contributing to the digital transformation of a large telecom business by automating key business processes and designing automation strategies.

Skills: ASP.NET, .NET, C#, AWS Lambda, Agile Methodologies, Blue Prism RPA, Robotic Process Automation, MSSQL, Solutions Architecture, C4 Model

Software Architect - QBurst

Jul 2014 - Nov 2014 (5 months) Met some interesting folks with great skills.

Skills: Nodejs, MongoDB, Express JS, Technical Vision, Software Design

Software Architect - Bang The Table (now Granicus)

Jan 2011 - Jul 2014 (3 years 7 months)

- Led the development and delivery of the next-generation flagship product, Engagement HQ, in 2013, focusing on enhanced user engagement and collaboration.
- Spearheaded the re-architecture of the analytics platform, improving scalability and performance, including revamping metrics calculation and user interface based on customer feedback.
- Managed diverse roles including dev-ops, setting up tools and servers for testing and quality assurance, and providing product support.
- Actively engaged with customer relationship managers to align software development with user needs and feedback.
- Mentored and guided fellow developers, fostering a culture of learning and passion for software development within the team.

Skills: Ruby on Rails, Ruby, MySQL, Test Driven Development, Technical Design

Associate Consultant - Investnet Inc

Jul 2008 - Dec 2010 (2 years 6 months) Investnet Asset Management is an investment manager that leverages a proprietary software platform to provide a wide range of financial and portfolio services to its clients.

- Played a key role in enhancing the company's proprietary software platform, contributing technical expertise throughout the software development lifecycle.
- Drove efficiency and innovation within the company by leveraging cutting-edge technologies and responding to evolving technology trends.
- Oversaw the delivery of new features and enhancements to the platform, ensuring alignment with client needs.
- Designed and maintained a continuous build process, significantly reducing compilation issues and early detection of integration defects.

Skills: ASP.NET, C#, MSSQL, Software Design, CI/CD

Systems Developer / DBA - Intent Media Works (now Brand Asset Digital)

Dec 2006 - Apr 2008 (1 year 5 months) Intent Media Works was a media distribution and management company focussed on creating value from content distributed over the internet. I worked as a systems developer and managed the MySQL database.

Skills: ASP.NET, C#, MSSQL

Senior Consultant - Capgemini

Oct 2005 - Dec 2006 (1 year 3 months) In this position I worked in various projects for Bellsouth (currently AT&T).

Skills: Active Server Pages (ASP), MSSQL, VB.NET

Software Engineer, Senior Software Engineer, Systems Analyst - Satyam Computer Services (now Tech Mahindra)

Dec 1999 - Oct 2005 (5 years 11 months) I started at Satyam Computers (now Tech Mahindra) as a Software Engineer and was promoted up to Systems Analyst before leaving. I worked at the CDC (Centers for Disease Control) in the NCCDPHP program.

Skills: VB.NET, ASP.NET, MSSQL, Test Automation

Education

B-Tech, Electrical and Electronics Engineering, University of Kerala (1995 - 1999)