

VISHAL PATEL

Senior Technical Lead

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Mumbai, India | Open to relocation: Pune, Bangalore, Hyderabad | Open to remote | Available immediately

PROFESSIONAL SUMMARY

Hands-on senior technical lead with 15+ years in software and 8+ years leading engineering teams. Most recently Senior Technical Lead at Contentstack, leading delivery of core multi-tenant SaaS platform capabilities — Taxonomy RBAC, Variants and Branches Env — on a distributed platform serving 500+ enterprise tenants. Works across the whole path: HLD and LLD, domain and data modeling, versioned REST API contracts, implementation, review, release and production support. Sets API and code review standards, mentors engineers, and stays in the codebase. Brings AI-augmented development practices into everyday delivery.

SELECTED IMPACT

- Cut developer onboarding across core CMS repositories from roughly one month to one week by leading the team that built an AI agent-based environment setup, validation and troubleshooting system.
- Reduced production issue-resolution time from around 5 hours to 1 hour through structured logging, alerting and dashboards.
- Shipped cross-locale publishing controls into a v2 service with no new fields, statuses or error codes, keeping existing v1 enterprise integrations working unchanged.
- Brought typical enterprise migration engagement effort down from about a month to a week using reusable accelerators and reference architectures.

CORE COMPETENCIES

Technical Leadership, Feature Ownership End-to-End, HLD and LLD, API-First Design, API Versioning and Backward Compatibility, Node.js and TypeScript Platform Engineering, MongoDB Data Modeling and Indexing, Microservices, Event-Driven Architecture, Multi-Tenant SaaS, RBAC and Authorization, Code and Design Review, Agile and Scrum Delivery, Observability and Incident Response, Mentoring, AI-Augmented Engineering

TECHNICAL SKILLS

Languages and Runtime: Node.js, JavaScript (ES6+), TypeScript, Python, C#, ASP.NET, PHP, SQL

Frameworks and APIs: Express, NestJS, Fastify, React, Next.js, REST, OpenAPI/Swagger, gRPC, GraphQL, API versioning and contract design

Data and Storage: MongoDB, SQL Server, MySQL, Oracle, Redis, Elasticsearch — schema design, data modeling, indexing, query and performance tuning

Architecture and Design: HLD and LLD authoring, architecture decision records, technical requirement documents, domain-driven design, event-driven architecture, microservices, multi-tenant SaaS, composable and headless architecture, resiliency and failure-mode design

Security and Access Control: RBAC and policy design, tenant isolation, OAuth 2.0, JWT, API authorization, least-privilege access models

Cloud, Infrastructure and DevOps: AWS, Azure, GCP (multi-region SaaS deployment environments), Docker, Kubernetes, Istio, Kafka, RabbitMQ, AWS SQS/SNS, CI/CD pipelines, Git, GitHub Actions

Reliability and Observability: Observe (structured logging, alerting, dashboards), incident triage and root-cause analysis, high availability, disaster recovery, SLA and SLO definition

CMS and Content Platforms: Contentstack, AEM, Sitecore, Contentful, WordPress, commercetools integration — headless and composable architectures

AI-Augmented Development: Claude, Claude Code, Cursor, OpenAI Codex, Gemini, Ollama (local models), RAG pipelines, Pinecone, agentic developer tooling

Delivery and Ways of Working: Agile and Scrum, sprint planning, effort estimation, technical documentation, stakeholder management, code and design review

PROFESSIONAL EXPERIENCE

Senior Technical Lead — Contentstack

Mumbai, India (hybrid) | Oct 2021 – Aug 2026 | Technical Lead (Oct 2021 – Feb 2025), promoted to Senior Technical Lead (Mar 2025)

Role closed in a company-wide restructuring; available immediately

- Led delivery of core platform capabilities — Taxonomy RBAC, Variants and Branches Env — from requirement discovery and HLD/LLD through implementation, review, release and production support.
- Owned domain models, service boundaries, authorization logic and versioned public API contracts on a distributed multi-tenant SaaS platform serving 500+ enterprise tenants.
- Designed and enforced v1/v2 API compatibility boundaries so new publishing and branching behaviour shipped without breaking existing enterprise integrations.

- Defined all-or-none versus partial-success semantics across synchronous and bulk write APIs, plus deploy-time validation, keeping failure behaviour predictable for customers automating against the platform.
- Built per-item change breakdowns on merge-job APIs with MongoDB index and pagination design, removing a workflow where customers exported entire branches through the CLI.
- Set API design, coding and review standards for the team, keeping delivery consistent and reducing rework across releases.
- Drove observability and reliability work using Observe — structured logging, alerting and dashboards — and the on-call diagnostic workflow.
- Led the team that built an AI agent-based setup system across the core CMS repositories — local setup, dependency and service configuration, environment validation, guided troubleshooting, log interpretation and fix suggestions — now used by every developer on the team.
- Built an internal RAG knowledge tool over engineering documentation and codebase context, adopted across engineering, sales and solutions architecture.
- Worked with enterprise customers across the US, Europe and APAC on technical consulting and CMS migration programs, and handled critical production escalations.
- Led and mentored a team of 8 engineers — senior, mid-level, associate and UI — ran 50+ technical interviews and helped set the hiring bar for senior engineering roles.

Senior Software Engineer II, Technical Solutions — Raw Engineering Pvt. Ltd.

India | Mar 2018 – Oct 2021 | Senior Software Engineer I (Mar 2018 – Mar 2019), promoted to Senior Software Engineer II

Deliberate move from project management into hands-on product and platform engineering

- Stepped back into a senior individual-contributor track to build depth in headless CMS and API platform engineering — the move that led directly into platform feature ownership at Contentstack.
- Delivered end-to-end web, CMS and platform solutions for enterprise clients — requirement scoping, solution architecture, implementation and production support.
- Architected and built custom applications and API integrations on Contentstack for global clients.
- Led a team of 3 engineers across concurrent client engagements, owning technical direction and delivery quality.
- Stack: Node.js, React, Next.js, MongoDB, REST APIs, headless CMS.

Application Project Manager — DNEG

India | Jun 2014 – Feb 2018

- Led a team of 8 engineers delivering application development programs across the media and VFX sector.
- Streamlined engineering and release processes, shortening project cycle times.
- Managed stakeholder communication across business and technical teams, ensuring on-time, in-scope delivery of business-critical applications.
- Stack: ASP.NET, C#, SQL Server, MySQL, PHP, JavaScript.

Application Developer — Prime Focus World

India | Dec 2011 – Jun 2014

- Built and maintained internal applications supporting VFX production pipelines. Stack: ASP.NET, C#, SQL Server, MySQL, JavaScript.

Senior Software Engineer — Zobble Solutions Pvt. Ltd.

India | Jun 2010 – Dec 2011

- Built enterprise web applications using ASP.NET, C# and SQL Server, including reusable reporting frameworks that stayed in use long after the projects wrapped up.

Software Engineer — Ascentech

India | Jul 2009 – Jun 2010

- Delivered 8+ production applications, including INS Shivalik (Indian Navy) and the ICICI Prudential Mock Test platform.

EDUCATION

Master of Computer Applications (MCA) — Mumbai University

Bachelor of Science, Computer Science (BSc CS) — Mumbai University

CERTIFICATIONS

AWS Certified Solutions Architect – Associate (SAA-C03) — in progress