



Gourav Jain

Global AI Driven Strategic Engineering Leader | Microsoft Azure MVP | Full Stack & Cloud Architect | AI & DevOps Evangelist | Fintech, Travel & SaaS Expert

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Domains & Industry Exposure

Travel | AI | Fintech | Logistics & Supply Chain | Healthcare | E-commerce & Payments | Manufacturing | Consulting | SaaS

Core Competencies

Engineering Leadership & Strategy

Project & Delivery Management

Product & Platform Development

Cloud-Native CI/CD & DevOps Implementation | Automation Excellence

People & Process Excellence

Innovation & AI Enablement

Quality & Governance

Scalable System & API Architecture

Agile & Scrum-Based Delivery Management

Cross-Functional Stakeholder Collaboration

AI-Augmented Development (Copilot, ChatGPT)

Technical Thought Leadership & Knowledge Sharing

Budget Management & Resource Allocation

Performance Reviews & Strategic Planning

Technical Skills

Programming Languages & Frameworks:

- .NET / .NET Core, C#, JavaScript, TypeScript, Python, Golang, Java
- NodeJS, NestJS, ReactJS, Redux, AngularJS
- Unity 3D, Blender

Databases & Storage:

- SQL Server, PostgreSQL, MySQL, MongoDB, Cosmos DB

Profile Summary

- Versatile Engineering leader** with over **17 years** of experience in designing and scaling **large-scale distributed systems** across **travel, fintech, logistics**, and **e-commerce**, with deep expertise in **full-stack development, cloud-native architecture**, and **Microsoft & open-source technologies**.
- Demonstrated ability to **lead high-performing engineering teams** (up to 100 members), drive **technical execution aligned with business strategy**, and deliver **revenue-critical features** that enhance scalability, availability, and customer experience.
- Spearheaded **engineering transformation initiatives** including **AI-driven development** (Copilot, ChatGPT), **CI/CD modernization**, and **observability frameworks**, resulting in measurable improvements in **developer productivity** and **system efficiency**.
- Recognized for establishing **structured technical hiring, mentorship frameworks**, and **onboarding programs**, leading to improved **retention, engagement**, and **skill maturity** across teams.
- Active **technology evangelist** and former **Microsoft Azure MVP**, with 150+ published articles and multiple speaking engagements, driving **community leadership, knowledge dissemination**, and **innovation culture** across global platforms.

Career Timeline (recent 4 organizations)



Professional Experience

Senior Engineering Manager (Full Stack) & India Engineering Head | iOL (Illusion Online) - Dubai Based - Travel & Fintech | Since Sep'25

Key Result Areas:

- Own** engineering for **Wallet 2.0** (multi-currency travel wallet) and **iOL Pay** (payment orchestration & supplier settlement) driving **50%+** of company revenue using .NET Core, Golang, Azure, Azure DevOps, GCP, PostgreSQL, distributed microservices architecture.
- Leading** a **35+** global engineering team across **6 countries**, including India, New Zealand, Ukraine, Poland, Dubai and Pakistan, additionally, acting as head of India engineering
- Delivered** critical integrations: **Checkout.com, Connex Pay, WEX, Citi, ICCP, Trip Link**, enabling seamless checkout, supplier settlement, and virtual card issuance.
- Led** **PCI-DSS** certification from engineering, strengthening **security, compliance**, and audit readiness.
- Championed** AI adoption (Claude, Cursor), driving **25%** productivity uplift.
- Built** AI PR Review and Page Summary agents (review time -50%) and an Azure DevOps Daily Digest agent (saving 2+ hrs/day); introduced a unified DB and Elasticsearch observability dashboard cutting incident investigation time by 60%.
- Streamlined hiring and onboarding**, improving efficiency by **35%** through competency-based role mapping, structured interviews, and a detailed onboarding guide.
- Consolidated engineering documentation** using Azure DevOps Wiki, replacing fragmented tools and improving **collaboration and traceability by 40%**.
- Led** to automate alerts from **Kibana to MSFT Teams** on different error scenarios for proactive actions reducing client facing tickets by **5K to <100** now
- Authored** and **published 100+** technical articles contributing to Microsoft and open-source communities, reinforcing technical thought leadership.

Senior Engineering Manager (Full Stack) | Delhivery - Transportation & Logistics | Nov'24 - Sep'25

- Entity Framework / EF Core, Type ORM

Cloud Platforms:

- Microsoft Azure, AWS, GCP

DevOps & CI/CD:

- Azure DevOps, Jenkins, TeamCity
- CI/CD Pipelines, Docker, Kubernetes
- Opsgenie, SonarQube

Architecture & Engineering Practices

- Microservices Architecture, Event-Driven Architecture
- API Development (Web API, REST), GraphQL
- OAuth 2.0, TDD / BDD, Design Patterns, SOLID Principles

Tools & Monitoring

- Git, Bitbucket, JIRA, Confluence, OpsGenie
- NewRelic, ELK Stack, NLog, Log4Net, APM, Catalog, Snowflake, Prometheus, Grafana, Application Insights

Messaging & Streaming

- RabbitMQ, Kafka, Queues

Testing Frameworks

- NUnit, MOQ, Jasmine

AI/ML & Emerging Tech

- AI-Driven Development using GitHub Copilot, Cursor AI, Codex, ChatGPT
- Generative AI, LLMs, RAG, AI Agents, Agentic AI, ML/AI

Certifications

- 🏆 **AI-100 : Azure AI Associate** | 2021
- 🏆 **AZ-900 : Microsoft Azure Fundamentals** | 2020
- 🏆 **Exam 532: Developing Microsoft Azure Solutions** | 2018
- 🏆 **MCSA:Web Applications** - Certified 2018
- 🏆 **Microsoft Certified Trainer** 2018-2019

Education

- 🎓 **B.Tech.- Computer Science** – GGSIPU, Delhi | 2010

Personal Details

Date of Birth: 20-Aug-1989 | **Languages Known:** English, Hindi | **Address:** Delhi, India

Key Result Areas:

- **Directed 30+ engineers and 3 leads** to scale payout, slot, and attendance services, improving scalability and availability by **40%**.
- **Collaborated** with product and tech stakeholders to launch key features including **ACKO integration** and **slot templating**, enhancing **payout accuracy by 30%** and reducing **manual escalations by 50%**.
- **Led infrastructure modernization**, including Python 3.11 upgrade, branching model cleanup, and cost optimization, achieving **20% infra savings**.
- **Improved developer onboarding time by 50%** through creation of self-serve internal tools, curated dev environment setups, and hands-on documentation walkthroughs integrated with Azure Wiki and GitHub.
- **Reduced CI/CD pipeline execution time by 45%** by optimizing build configurations, containerizing key services, and introducing parallel job execution using GitHub Actions and Azure Pipelines.
- **Enabled 99.98%** uptime across mission-critical services by implementing proactive observability dashboards using Kibana Dashboards, Slack Notification, JIRA and OpsGenie along with setting up automated incident response protocols.

Group Engineering Manager / Director of Engineering Novo – US-based Fintech | Jan’23-Nov’24

- **Directed** an 80+ member engineering team and 4 managers across cards, lending, payments, and rails domains, contributing to **95% of the company’s \$50M annual revenue** through a robust tech stack (.NET Core, NodeJS, Azure, AWS, Jenkins, ELK).
- **Delivered** end-to-end debit and credit card product features, integrating Taktile, Lithic, Sardine, PPP, and Twilio, leading to a **25% reduction in time-to-market**.
- **Architected** a money movement platform with MFS using Golang, Postgres, AWS, and Python-based A/B testing models.
- **Integrated** key fintech partners (Wise, Mitek, Wausau) into the checking product, enhancing **customer satisfaction by 20%** and increasing **onboarding by 35%**.
- **Initiated** mentoring, observability, DB upgrades, and JIRA standardization, improving **team engagement by 40%** and **operational efficiency by 25%**.
- **Deployed** company-wide observability tools (ELK, APM, Opsgenie), resulting in a **112% reduction in support tickets**.
- **Revamped** onboarding experience, increasing satisfaction scores from **42% to 78%** and reducing **employee churn by 30%**.
- **Championed** cross-functional Shopify and Stripe integration, **boosting user engagement by 212%** through stakeholder alignment with the CTO and product leadership.

Engineering Manager (Full Stack) | Bold – US-based E-commerce | Apr’21-Jan’23

- Led a **15+ member engineering team** to architect and manage five critical payment services including risk management, subscriptions, and notifications using **.NET Core, Java, ReactJS, Azure, and SQL**.
- Delivered a **successful migration** of BOLD’s payments system from .NET to .NET Core, significantly enhancing **performance, scalability, and maintainability**.
- Collaborated **with stakeholders** to align technical architecture with product vision and **integrated major payment gateways** (Adyen, Stripe, Shopify) into the e-commerce platform.
- Authored **40+ technical articles**, reinforcing visibility and influence within the **Microsoft and open-source tech communities**.

Senior Technical Lead | Stryker – US-based HealthTech | Feb’20-Apr’21

- **Led a team of 10+ engineers** to build high-performance web applications using **.NET Core, ReactJS, and Azure**, ensuring enterprise-grade scalability and reliability.
- **Developed** a COVID-19 risk assessment app and a **knee implant surgery POC** leveraging **Unity 3D and Blender** for advanced visualization.
- **Implemented CI/CD pipelines** with Azure DevOps, streamlining deployment workflows and improving release efficiency.

Lead | IGT, Fiserv, Nagarro, Xebia Group (McKinsey) | Jun’10-Feb’20

- **Led architecture and backend development** for microservices-based web applications using **.NET Core, ReactJS, Docker, Kubernetes, and SQL**, delivering strategic solutions for **McKinsey & Company** and other top-tier consulting clients.

Awards & Community Leadership

- **(Most Valuable Professional)** program, collaborating with Microsoft on tech projects and promoting awareness through blogs.
- **Regularly authors blogs on cutting-edge technologies**, including Azure, Azure DevOps, .NET Core, SonarQube, Azure Functions.