

RAHUL ROY

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PROFESSIONAL SUMMARY

Senior Full-Stack Engineer with 8+ years of experience designing and delivering scalable web applications and distributed systems. Strong expertise in Node.js, React, Python (Django, Flask), AWS cloud architecture, Postgres, MySQL, and MongoDB. Built product-based web apps and worked on service-based projects for B2B/B2C clients, serving 36M+ customers and 5k-6k customer support agents, while collaborating with distributed teams across India, Europe, and the US. Built AI-assisted development workflows (Claude, Copilot, ChatGPT, Gemini).

TECHNICAL SKILLS

Languages: JavaScript (ES6+), TypeScript, Node.js, Python, HTML5, CSS3.

Frontend: React, Redux, Next.js, Vue.js, Nuxt.js, Tailwind CSS, shadcn components.

Backend & Databases: Express.js, NestJS, Sails.js, Django, Flask, MySQL, PostgreSQL, MongoDB.

Architecture & Integrations: Microservices, Serverless, WebSockets, Twilio(Voice/Chat/WhatsApp), Stripe, OAuth, JWT.

Cloud & DevOps: AWS (EC2, S3, Lambda, Route53), GitHub Actions (CI/CD), Jest (Unit Testing), TDD, Nginx, Linux Administration.

PROFESSIONAL EXPERIENCE

Senior Software Engineer

GoGroup | Noida, Delhi NCR | Jul 2021 – Oct 2025 | [GoGroup.co](#)

- Spearheaded a team of 8 to deliver software for projects serving 15+ B2B/B2C clients across European and US markets, with a strong focus on high availability and low-latency user experiences.
- Worked on a customer-engagement solution for a global Fortune 500 consumer-goods organisation using Node.js, React, Twilio, and CRM integrations, serving 35M+ customers and 2000+ agents.
- Implemented CI/CD pipelines and deployment failure alerts for 10 projects using GitHub Actions, standardising deployments for a distributed remote team, reducing the deployment time by 30%.
- Integrated Twilio Voice, Web Chat, and WhatsApp with Salesforce, Microsoft Dynamics, and HubSpot to support omnichannel communication platforms supporting 3k workers.
- Designed backend workflows for 15 B2B/B2C clients for IVR routing, serverless functions, and asset management, and built React/Node.js analytics dashboards for agent and admin workflows with real-time sales handling and reporting.

Freelance Backend Engineer

HungerTales (Non-Profit) | New Delhi | Dec 2020 – Jun 2021

- Designed backend architecture for a food-donation and delivery application in collaboration with an Australian nonprofit organisation targeting 50,000+ customers.
- Implemented Firebase authentication and phone-number verification for web and mobile applications.

Full-Stack Developer

RAx Labs Inc. (Product Startup) | Gandhinagar, Gujarat | Oct 2017 – Dec 2020 | [Raxter.io](#)

- Reduced AWS infrastructure costs by 20% by auditing third-party services and redistributing database and server workloads.

- Led a team of 4 to revamp the core web application from the ground up in 3.5 months, improving usability and overall product experience serving 5000+ users.
- Constructed an automated email-marketing system that delivered AI-generated and curated suggestions in bulk to 10,000+ target customers with granular engagement tracking.
- Spearheaded the integration of Stripe Payments to establish a recurring subscription model, enabling precise product monetisation, collecting 50k USD over 6 months.
- Created automated server-failure alerts that improved incident detection and reduced response time by 50%.

EDUCATION

Postgraduate Diploma in IoT

Centre for Development of Advanced Computing (C-DAC) | Pune, Maharashtra | 2016 – 2017

Bachelor of Technology (B.Tech) In Electronics and Communication Engineering

Shri Mata Vaishno Devi University | Jammu, J&K | 2012 – 2016