

# Sarath S Nair

Staff Software Engineer, Twilio Inc.

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## SUMMARY

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Staff Software Engineer with **11+ years** building and scaling enterprise web applications for Fortune 100 companies including **Twilio, Salesforce, and Walmart**. Expert in **React, TypeScript, and Node.js** with deep knowledge of micro-frontend and monorepo architectures.

## EXPERIENCE

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### Twilio Inc. – Staff Software Engineer

Bangalore, IN | July 2022 – Present

- Directed cross-team migration of **40+ TaskRouter and Flex Console pages** to modern React monorepo; architected migration strategy and collaborated with PM and Design to shape product roadmap.
- Managed team of **9 engineers across 2 product areas** (TaskRouter and Flex Consoles); defined code review processes and engineering practices adopted by **20+ engineers** organization-wide.
- Leading **Webchat 3.x customization initiative** from blueprinting through Architectural Review Board (ARB) approval to production; architecting an extensible framework for customer customization and adoption.
- Engineered **Email dashboard, Activity feed, and Participant Roster** features essential for product launch; **increased user engagement by 40%**.
- Built real-time participant UI for **Flex Video** in collaboration with PM and Design; enhanced agent collaboration and increased feature usage for customers.
- Delivered technical talks on frontend architecture, GraphQL APIs, and React patterns to engineering teams.
- Introduced AI-assisted development practices using **Claude AI and GitHub Copilot**, reducing PR review time and accelerating feature delivery.
- **Reduced on-call incidents by 25%** by enhancing admin UI observability and alert workflows.

### Salesforce.com Inc. – Senior Member Technical Staff

Bangalore, IN | January 2020 – July 2022

- **Founding engineer** of Salesforce CDP India team, defining technical standards and development workflows for the growing team.
- Created the **JIT access UI** for management plane APIs, used daily by **100+ developers**.
- Built and optimized **5+ Salesforce CDP entity home pages** used by thousands of enterprise customers.
- Shipped **Unified Profile and Data Explorer UIs**, visualizing data relationships across massive datasets.
- Designed reusable **Lightning Web Components (LWCs)** adopted across Audience 360, cutting UI duplication and maintenance costs.

### Litmus7 Inc. – Senior Software Engineer

Bangalore, IN | July 2018 – November 2019

- Re-platformed **Walmart Canada's eCommerce site** using micro-app architecture supporting millions of daily users.
- Developed reusable React components with **localization, accessibility, and analytics integration**.
- Launched real-time marketing content delivery, **accelerating campaign rollouts** without code deployments.

### Oracle – Applications Engineer

Trivandrum, IN | May 2017 – July 2018

- Redesigned **OFSC dashboards and reports** managing **100K+ field technicians** in real-time.
- **Optimized SQL queries** and UI interactions, cutting report load time by **30%**.

- Created responsive e-commerce UIs for global retailers (**Walmart Mexico, Sam’s Club Mexico, ASDA UK**).
- Built modular widgets using RactiveJS and jQuery, streamlining integration for partner websites.
- Implemented frontend modules for an internal resource management system, improving team workflows.

## SKILLS

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**Frontend:** React.js, Redux, TypeScript, GraphQL, Node.js, Webpack, Styled Components, Highcharts

**Backend & Databases:** PostgreSQL, MySQL, DynamoDB, Google BigQuery, REST APIs, GraphQL APIs

**AI-Assisted Development:** Claude AI, GitHub Copilot, AI-powered code generation and review

**Architecture & Cloud:** Microservices, Monorepo (Nx, Lerna), CI/CD, AWS

**Tooling & Testing:** Jest, Cypress, Datadog, Kibana, Grafana, Rollbar, Mixpanel, Figma

**Others:** Git, Jenkins, Agile, Linux

## EDUCATION

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**Govt. Rajiv Gandhi Institute of Technology, Kottayam**

June 2010 – May 2014

*Bachelor of Technology (B. Tech) in Computer Science & Engineering*

## CERTIFICATIONS & AWARDS

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**Awards:** Best New Joinee Award (Wipro), Walmart Excellence Awards 2016-2017, Winners Circle Award (Wipro)

**Certifications:** IBM Certified Cloud Application Developer, IBM Bluemix Essentials, Full Stack Web Development with React (FreeCodeCamp)