

JEEVAN GOWDA HEMANTH KUMAR

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SUMMARY

Lead engineer, architect, and product owner for a 9-system IT transformation at a 7-state field service company — shipping billing automation, AI dispatch pipeline, customer enrollment CRM, email platform, multi-state data sync hub, ERP migration, Operator Portal, marketing site, and Proxmox infrastructure in 4 months, all live at public URLs. Writes production code (Rails 8, Python, Next.js, React/TypeScript), defines requirements from operational discovery, manages 10+ vendor API contracts, and resolves production incidents — spanning the full engineering-to-product loop without handoffs. Five years across the full stack and AI/LLM layer (OpenAI, Anthropic, Gemini, LangChain), enterprise SaaS product ownership, and distributed systems.

SKILLS

Engineering: Ruby on Rails 8, Next.js 16, React, Python, TypeScript, Ruby, Java, Sidekiq, GoodJob, SolidQueue, AASM

AI & Data: Multi-provider LLM APIs (OpenAI, Anthropic, Google AI, Ollama) and frameworks (LangChain, LlamaIndex), speech-to-text APIs, prompt engineering & classification, ETL pipelines (Python/pandas), fuzzy matching, RAG patterns, Retell AI

Databases: PostgreSQL (multi-database schemas), MongoDB, Redis, Airtable

Infrastructure: Proxmox, Docker/Compose, GitHub Actions CI/CD, Cloudflare Pages/Tunnel/Workers, AWS Lambda & S3, Debian Linux

Product & Program: Technical roadmapping, backlog management, Agile/Scrum, sprint planning, stakeholder translation, user discovery, UAT, OKRs

Integrations: Stripe, DocuSign, Microsoft Graph/Azure AD OAuth2, Avalara, OptimoRoute, Airtable, OpenAI, Vonage, Google Places, Twilio

EXPERIENCE

XECUTIVE DEVELOPMENT (ANDREWS LAWN & SNOW) — Minneapolis, MN

Feb 2026 – Present

Technical Lead & Product Owner

Embedded as lead engineer, architect, and product owner for a 7-state, 16-office field service company. Discovered operational gaps, defined requirements from first principles, and shipped 9 production systems in 4 months — 8 live at public URLs (andrewslawnandsnow.com · crm · mailer · datahub · sales · inventory.andrewslawnandsnow.org · xecutivedevelopment.com).

- **Delivered 9 production systems end-to-end:** billing automation, AI dispatch intelligence, customer enrollment CRM (sales.andrewslawnandsnow.org), high-volume email platform (10,000+ emails/batch), data sync hub (7 OptimoRoute states), ERP data migration, marketing website, DevOps infrastructure, and the Operator Portal — across Rails 8, Next.js, Python, and React.
- **Built the Operator Portal** — a field operations management system that is the system-of-record between 'work was done in the field' and 'the operator is paid and can see why.' Rails 8 API + React/Vite/TypeScript; typed ports-and-adapters integration layer (OptimoRoute + Airtable, verified live); RBAC across Admin/Operations/Operator roles; pay & retainer engine (4 payroll calculators, RetainerAccount state machine, PaperTrail audit trail); support ticketing with atomic approval → pay line item; daily reminders engine. 400+ backend specs, Playwright E2E.
- **Built an AI-powered snow dispatch pipeline** — Python + OpenAI LLM and speech-to-text APIs that fetches emails from Microsoft Graph, transcribes Vonage voicemail MP3s, classifies complaints by eligibility category, fuzzy-matches customers to Airtable records, and generates bilingual (EN/ES) dispatch notes. ThreadPoolExecutor for concurrent processing. Eliminated all manual winter triage.
- **Engineered a multi-service customer enrollment app** with Devise RBAC, Stripe card capture and SubscriptionSchedule installment automation, Avalara real-time multi-jurisdiction tax (per-property address override), DocuSign tab pre-fill across 43 fields, SolidQueue async ops, MongoDB audit snapshots, and 21 Capybara/Selenium system tests including a 16-matrix payment flow E2E run.
- **Built and operate a production email automation platform** — Rails 8 (live at mailer.andrewslawnandsnow.org) dispatching snow, lawn, and cleanup emails daily across 7 states; Sidekiq pipeline pulls completed orders from 7 OptimoRoute accounts, bulk-resolves customers from Airtable, and sends via Microsoft Graph client credentials OAuth2 throttled to 30 sends/minute per mailbox against Exchange Online limits; EmailBuilderService parses before/after photo galleries from OptimoRoute PoD form data across 16 state offices; scheduled workers auto-dispatch completion emails every 2 hours.
- **Provisioned and operate a self-hosted Proxmox private cloud** (5 production Debian VMs, Caddy, Cloudflare Tunnel, GitHub Actions CI/CD) with same-day deploys from a single git push; diagnosed and resolved production incidents including AVX CPU incompatibility, Cloudflare Pages build failures, DocuSign Composite Templates silently dropping all tab values, and Stripe SubscriptionSchedule API mismatches.

ATC (CLIENT: AUZMOR) — Clive, IA

Oct 2025 – Feb 2026

Product Owner / Business Data Analyst

- **Owned a 200+ item product backlog** across Auzmor Learn (LXP), Employee Experience & Career Pathing, and Auzmor Hire (ATS); facilitated all Scrum ceremonies and led PBI grooming to break down epics into sprint-ready stories.

- Performed SQL analysis on data lake exports to surface KPIs — learner engagement, skill gap coverage, recruitment funnel latency; designed high-fidelity wireframes and orchestrated UAT for all production releases.

REPLYQUICK AI — Sarasota, FL
Software Engineer Lead

Sept 2025 – Jan 2026

- **Led integration of Generative AI Voice Agents** (Retell AI + LLMs) targeting a 40% reduction in Tier-1 call center volume; rebuilt high-volume SMS/call infrastructure in TypeScript/Next.js/Twilio for 100k+ concurrent messages.
- Defined REST/JSON API contracts for AI agent ↔ CRM integration; led RCA on pipeline bottlenecks via SQL and log analysis; built real-time campaign analytics dashboards with React and Power BI.

KLIMB.IO — Mumbai, India
Product Manager

Apr 2022 – Dec 2022

- **Owned end-to-end product lifecycle** for a recruitment automation platform serving high-volume staffing agencies — managed a 200+ item backlog, re-engineered Interview Scheduling and Resume Parsing based on user behavior analytics, reducing recruiter overhead by 30%.
- **Directed enterprise data migration** of 100,000+ candidate records with automated validation and Batch Import Queues achieving 99.9% data integrity.

SHRI MARUTHI ENTERPRISE — Bengaluru, India
Technical Co-Founder

Dec 2019 – Apr 2022

- **Co-founded and scaled an HPCL-affiliated fuel station to \$2M annual revenue pipeline** — built digital inventory, billing, and analytics systems; led a 10-member team across sales, logistics, and compliance; reduced stock-outs by 35% and bulk delivery times by 15%.

EDUCATION

M.S. Information Systems — California State University, USA
B.Tech Computer Science & Engineering — BIT VTU, India

ACHIEVEMENTS

- Winner, HackSC 2024 — GroovyMate
- Design Team Lead, ACM-CSUF — product design and PM education for student engineers
- Organizer, FullyHacks 2024 — 24-hour hackathon, 200+ attendees