Gopal Krishnan

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Professional Summary

Senior Software Engineer with over 9 years of experience in full-stack development, technical leadership, and building scalable SaaS platforms. Demonstrated success delivering impactful solutions for global clients and mentoring distributed teams to achieve business goals.

Experience

Automattic — Jan 2022 - Present
Senior Software Engineer

- Developed a mission-critical JavaScript tool that automated employee offboarding and division transfers, saving 6+ developer hours per event by enabling Single Sign-On (SSO) for all services and integrating with the offboarding JIRA board to eliminate manual data entry.

- Built a JavaScript tool to export design systems from Figma to WordPress, enabling seamless theme synchronization. The tool gained significant popularity with VIP customers and was featured in a VIP marketing post.

- Maintained and managed three starter solutions for decoupled customers using WordPress as a backend with a Node.js frontend, resolving support tickets for major clients and ensuring robust VIP platform performance.

- Released Remote Data Blocks, a WordPress plugin integrating remote data from platforms like Shopify and Salesforce to enable curated commerce experiences. Assisted in the development of key features, including data migration and Salesforce integration.

- Prototyped Salesforce Commerce Cloud integration by building a sample storefront, resulting in critical plugin enhancements and improved cross-platform functionality through close collaboration with Salesforce and Automattic stakeholders.

- Expanded adoption of the Automattic-hosted WordPress playground by enabling plugin installation proxies for all Automattic repositories, rather than just a select few within WordPress

Team Lead

- Led the successful migration of the platform engineering team's on-call system from Opsgenie to PagerDuty, overseeing service transitions, establishing best-practices policies, and completing the project ahead of the next billing cycle through effective stakeholder management.

- Directed the release of the VIP Block Data API plugin, enabling retrieval of block editor posts as JSON instead of HTML. The plugin now handles over one million requests daily and is widely adopted by decoupled customers.

- Spearheaded the launch of the VIP Block Governance Plugin, enhancing the block editor experience for VIP customers and ensuring consistent editor functionality between releases. The plugin is used over 200,000 times daily, significantly reducing user retraining time.

- Managed and mentored a distributed team of three across two continents, overseeing performance management, aligning with shifting business priorities, and ensuring executive recognition of the team's contributions.

CaseWare International — Nov 2018 – Jan 2022
Software Developer

- Redesigned a core microservice stack with a team of five, implementing ETL pipelines to deliver financial data from multiple accounting packages to Cloud Engagements (CE). Modernized the Angular client for a faster, modular, state-driven UI and decoupled two microservices using AWS Step Functions and Amazon SQS, enabling dynamic timeouts based on data size.

- Migrated multiple microservices to a monorepo using the NX framework, eliminating Xen-based servers and introducing new tools (Jacoco, Jest) to overhaul end-to-end testing. Leveraged Git LFS and Cypress to accelerate test cycles, reduce bugs, and improve developer experience.

- Mentored co-ops and full-time hires through structured 30/60/90-day plans, regular syncs, and reviews, resulting in high-performing team members and involvement in candidate interviews and mentorship program feedback within the Data Analytics division.

- Led the transition of Cloud Engagements file storage from MongoDB (gridFS) to Amazon S3, improving reliability, scalability, and reducing AWS MongoDB costs by 30%

- Implemented the iXBRL open standard in the XBRL microservice ahead of schedule, enabling clients to replace custom conversion services with direct CaseWare Engagements integration for faster UK HMRC submissions.

Jibesteam   **Feb 2016 - Nov 2018**
Backend Developer

- Redesigned the backend data model and architecture with a team of four to improve scalability, recurring revenue, and sustainability, enabling a successful transition to a SaaS platform.

- Developed a Java-based SVG to GeoJSON converter using advanced numerical analysis (e.g., De Casteljau's algorithm), achieving 70% faster performance and higher accuracy compared to native JavaScript implementations.

IBM   **June 2015 - Jan 2016**
WebSphere Commerce Developer

TECHNICAL SKILLS

- **Languages:** HTML/CSS, JavaScript, TypeScript, Java, PHP, Node.js, Python
- **Frameworks:** React, Redux, Angular, Next.js, Nest.js, Spring
- **Databases:** MySQL, MongoDB, PostgresSQL, DynamoDB
- **Testing:** Jest, Junit, Playwright, Cypress, Selenium, Mockito, Spring MVC Test
- **DevOps:** Docker, Kubernetes
- **Cloud:** Azure, AWS
- **APIs:** REST, GraphQL

EDUCATION

- **McMaster University**   Hamilton, ON
  Bachelor of Software Engineering   *2010 - 2015*