Alex Khadiwala

Engineering Leader

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Objective: Seeking a position to establish and grow great teams that build prideful products that solve complex problems for end users that are compassionately understood.

Education

University of Colorado at Boulder - Fall 1998 – Spring 2003

College of Business and Administration	BS: Information Systems
College of Engineering	MS: Telecommunications

Passions and Strengths

- Building and fostering strong and continuously improving engineering culture
- Working with leadership to establish organizational goals and strategies, and using those as north stars to set goals with direct reports
- Establishing lean processes that optimize for achieving organizational goals, efficiency, and accountability
- Champion for customers and end users; prioritizing their ability to gain value from systems I am accountable to lead, build, and support
- Translating business needs into sustainable and effective software and technology solutions
- Going from 0 to 1 with entire software products or product features, from design to development to deployment to maintenance
- Identifying, planning, communicating, executing, and monitoring changes to process, team structure or strategy (change management)
- Mentoring and leveling up engineers and managers
- Cross departmental / organizational collaboration
- Continued personal and professional improvement

Supporting Skills

- Designing systems and information architecture
- Systems observability / monitoring
- Software design and development
- High scale asynchronous systems
- Agile Methodology
- Automated testing
- Cloud devops
- Business analytics

Industries / Specializations

- Inventory management / allocation / accounting
- Fulfillment routing, logistics, procurement
- Ecommerce

WORK EXPERIENCE

September 2023 – Present   **Level Connections (levelconnections.com)**   **Los Angeles, CA**
Fractional CTO

- Advising veteran relationship matchmaker on product, roadmap, and go to market strategy for matchmaker specific SaaS CRM
- Building and launching product to group of beta matchmaker customers
- **Technologies/Services:** Laravel 10, PHP 8.2, MySQL, Tailwind, Meilisearch, AWS

March 2023 – August 2023   **GoodDay Software**   **Los Angeles, CA**
Interim Head of Engineering

- Consulting stealth startup on product design, systems architecture, information architecture, software development, and go to market strategy for Netsuite alternative for Shopify merchants
- Topics include inventory costing/accounting, procurement, presale/backorder, and a variety of other fundamental merchant needs
- Connected to founders through Stitch Labs; former executives of Chubbies Shorts
- **Technologies/Services:** Next.js, NestJS, Node.js, React, TypeScript, MySQL

January 2021 – March 2023   **InsurGrid (insurgrid.com)**   **Los Angeles, CA**
Head of Engineering

- Partnered with 2 founders to build foundation and find path for this early stage SaaS insurtech startup with 8x MRR growth in first year
- Setup and executed engineering hiring processes to build out strong, committed and productive team
- Hired and led team of 7 engineers to design, build, maintain, and iterate on platform
- Setup and continuously improve agile software development process to increase productivity
- Establish engineering processes that include engineering working agreements, retrospectives, CI/CD
- Established monitoring and alerting systems to ensure health of platform
- Bi-weekly 1:1s and career development, goal setting, mentorship, support, and guidance of each member of engineering team
- Functioned as head of product for first 13 months
- **Technologies/Services:** React, Next.js, NestJS, Node.js, Laravel, MySQL, Redis, Data Dog, ELK, Docker, AWS, Jira

March 2019 – January 2021 **Society6 (society6.com)** **Santa Monica, CA**
VP of Engineering
- Led strategic planning for future of the Society6 platform, and significant change management to improve team processes
- Provided strategic, technical, and organizational leadership to the engineering team
- Managed team of 21 people, including 2 EMs and Director of Engineering
- Bi-weekly 1:1s and quarterly reviews with direct reports for career development, goal setting, mentorship, support, and guidance
- Established engineering working agreements, incident escalation policies, weekly on-call program, and other policies/processes/procedures to help provide structure for our team
- Led architecture of new backend platform, built out local development environment, CI/CD pipeline, and multiple large features
- Established platform health monitoring and alerting
- Reduced annual spend on vendor contracts by $450K by moving functionality provided by vendors in house
- **Technologies/Services:** PHP, Laravel, PHPUnit, MySQL, Couchbase, Redis, ElasticSearch, Grafana, ELK, Docker, AWS, PagerDuty, Jira

December 2014 – February 2019 **Stitch Labs (stitchlabs.com)** **San Francisco, CA**
Tech Lead
- Established coding standards and work to constantly improve the development process to ensure the all new code meets agreed upon standards. Especially through code review and leading architectural design sessions.
- Provided mentorship to engineers to help them improve their ability to approach and solve problems, and to write better, more maintainable code.
- Led and managed a pod of 5 engineers; bi-weekly 1:1s, career development, goal setting, mentorship, support and guidance.
- Work with the product team to assist in determining the road map.
- Led design, architecture and development of inventory accounting system and inventory planning
- Significant contributions to development and architecture of sales channel sync logic, and order routing
- Notable projects I worked on: Fulfillment Routing, Stock Decrement on Ship, SLA Service, continuous integration system, establishing testing practices and standards, Le Troll
- Assisted with a great deal of DevOps related work for our 100s of virtualized servers on Google Cloud
- **Technologies/Services:** PHP, Laravel, MySQL, Vitess, PHPUnit, Grafana, ELK, Algolia, Docker, GCS, Jira

May 2014 – December 2014 **Saatchi Art (saatchiart.com)** **San Francisco, CA**
Consultant
- Color based search for their 1.2M+ pieces of art
- Development on iOS application for Saatchi Art
- Development on new Rails based internal API
- **Technologies/Services:** Ruby on Rails, AWS, Solr, Objective-C, Pivotal Tracker

January 2013 – May 2014 **TechCrunch (techcrunch.com)** **San Francisco, CA**
Principal Software Engineer
- Hired to help with the site redesign project. It was a full rewrite of the back-end and front-end code.
- Functioned as senior engineer. Code reviewed and merged in a majority of all code going into repo.
- Led sprint planning. Ensured all engineers had no blockers by being liaison with stakeholders and product owner.
- **Technologies:** PHP, MySQL, PHPUnit, WordPress, Jira

October 2010 – January 2013 **Saatchi Art (saatchiart.com)** **Los Angeles, CA**
Director of Engineering
- Designed and implemented e-commerce platform within the site enabling artists to sell reprints and original artwork
- Developed: ORM caching for Zend Db, drip marketing system, print previews, art catalog search / faceted browse via Solr
- Support and add features to this artist portfolio and ecommerce site with over 800k pieces of art
- Started as Senior Engineer
- **Technologies/Services:** PHP, Zend Framework, Memcached, Solr, Gearman, Puppet, AWS, Pivotal Tracker

MENTORSHIP
- Plato HQ (2020 - Present) - Mentor senior engineers and engineering managers around leadership and management challenges
- Hypothesis Studio (2021 - Present) - Available for mentorship to startups in the Hypothesis portfolio
- CodePath.org (2021 - Present) - Provide mentorship to engineers in the early days of their careers