

MUBIN KADIWALA

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PROVEN SENIOR SOLUTIONS ENGINEER

Principal Presales Engineer • API Integration Specialist • SaaS Solutions Engineer
Client Satisfaction • Technical Documentation • Strategic Planning & Execution
Resolved Client Tickets • Trained New Hires • Enhanced Documentation Accuracy
Mobile Development • Technical Presales • Product Demonstrations • Client Integrations

WORK EXPERIENCE

John Deere, Remote

April 2024 - present

Software Analyst II

- Achieved 99.2% client satisfaction while resolving 55% of issues on first contact.
- Resolved more than 7,000 client tickets with an average resolution time of 3.5 hours.
- Supported 32 APIs and 195 endpoints to sustain seamless integrations and user experiences.
- Delivered live API support when messaging was insufficient, minimizing client downtime and preserving operational continuity.
- Developed internal documentation clarifying recurring issues and standardizing solutions.
- Corrected technical documentation inaccuracies to improve reliability and user trust.
- Trained new hires and internal users across Software Analyst duties and John Deere APIs.

eNotaryLog, Tampa, FL

April 2021 - Mar 2024

Solutions Engineer

- Generated over \$1.5M in annual sales through SaaS demonstrations that converted prospects.
- Translated client feedback from banks and closing agencies into product roadmap priorities.
- Directed API development for online remote notary and eDocument services.
- Guided clients through technical integrations to support seamless solution implementation.
- Linked Sales and Development teams to resolve technical issues and improve collaboration.
- Troubleshooted technical issues to improve user experience and client satisfaction.
- Designed automated test systems with QA to improve efficiency and product quality.
- Created client-facing API documentation to improve accuracy and consistency.

Ranorex, Clearwater, FL

Sep 2016 - Apr 2021

Presales Engineer

- Generated \$2M in sales by partnering with business principals to improve operations.
- Presented live webinars to more than 250 participants, increasing brand visibility.
- Conducted thousands of troubleshooting sessions and demos for global prospects.
- Designed client- and server-side modules supporting 1:1 and 1:N echo configurations.
- Introduced open-source automation tools to cut development time and improve reliability.
- Tested backend API calls and SQL injection risks using C# during client engagements.
- Explained Ranorex product value to business leaders, architects, and C-level executives.
- Delivered 4-day client training sessions on product features and functionality.
- Coordinated onsite and offshore teams while reporting progress in weekly meetings.
- Created Java routines to read, write, and search XML files using XML Parser libraries.
- Integrated Java, C#, Bash, Ruby, and AppleScript to control complex macOS events.

- Trained presales engineers in technical delivery and customer engagement.

The Nielsen Company, Oldsmar, FL

Jun 2013 - Aug 2016

Software Developer

- Supervised 2 contractors building a web interface for the automation platform.
- Developed client and server modules supporting 1:1 and 1:N echo-based configurations.
- Introduced open-source automation tools to reduce development time and improve reliability.
- Integrated Java, C#, Bash, Ruby, and AppleScript to automate macOS-specific events.
- Built Java routines to read, write, and search XML data using XML Parser libraries.
- Enabled Windows automation for Mac-based clients using Microsoft Accessibility Framework.
- Administered virtual machines across VMware ESXi and Microsoft Hyper-V environments.
- Adapted project scope while preserving milestone schedules and delivery commitments.
- Coordinated onsite developers, offshore contributors, and senior stakeholders.
- Reported project progress, risks, and milestones during weekly stakeholder meetings.

Entrepreneur, Tampa, FL

May 2011 - Jun 2013

iOS Developer

- Established an app business deploying ad-supported applications through the Apple App Store.
- Delivered contract iOS development solutions tailored to individual client requirements.

Unknown.com, Tampa, FL

Jun 2010 - May 2011

Lead iOS Developer

- Designed promotional apps for Lionsgate Entertainment, T-Mobile, and iHeartRadio.
- Cultivated client relationships to develop tailored mobile business applications.
- Directed developers across multiple iOS and Android application projects.
- Calculated payroll and bonuses using mobile application performance metrics.

Prior Experience: Inner Four, iOS Developer; Spellex, Assistance Software Developer; Florida Environmental Research Institute, Research Associate

EDUCATION

University of South Florida

Bachelor of Science, Computer Science

TECHNOLOGIES, CERTIFICATIONS, & SKILLS

Technologies: AWS • Microsoft Azure • Google Cloud Platform • Datadog • Salesforce • Jira • Confluence • Git • GitHub • Jenkins • Ranorex • Retool • TestRail • Postman • Swagger • Visual Studio • Eclipse • Microsoft Office Suite • VMware • Hyper-V • MATLAB • ArcGIS • Esri • Auth0 • Tableau • Power BI • Zoom • Python • JavaScript • C# • C • C++ • SQL • Node.js • HTML • CSS • Java • Bash • PHP • APIs

Certifications: AWS Certified Cloud Practitioner • Certified ScrumMaster, Scrum Alliance • Microsoft Certified Professional

Skills: Agile Methodologies • Scrum Facilitation • Project Management • Sprint Planning • Strategic Planning & Execution • Product Development • Solutions Engineering • Presales Engineering • Software Testing • Test Automation • Exploratory Testing • Quality Assurance • Systems Analysis • Requirements Analysis • Risk Management • Stakeholder Management • Technical Support • Mobile Application Development • SaaS