

Karan Norman

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SUMMARY

Senior **full stack** software engineer with 10 years delivering and operating **cloud SaaS** platforms for intelligent HR and **finance workflows**. Hands on work spans Python, FastAPI, React, TypeScript, PostgreSQL, AWS, Docker, Kubernetes, Elasticsearch, distributed systems, **automated testing**, CI/CD, and observability. Recent initiatives include agent orchestration, auditable workflow actions, resilient APIs, and multi tenant operational tooling. Partners closely with product, machine learning, security, and business teams, translating unclear needs into reliable production capabilities. Guides engineers through architecture reviews, production readiness, incident resolution, and practical design tradeoffs. Brings a calm, accountable approach to mentoring and cross functional delivery, with a clear focus on dependable systems that help people complete important work with confidence.

EXPERIENCE

Senior Software Development Engineer, Full Stack

March 2023 - Present

Northstar People Systems

San Jose, CA

Owns cloud SaaS and AI agent capabilities across design, implementation, production operation, and stakeholder delivery. Guides engineers through architecture decisions, readiness reviews, incident analysis, and workflow improvements that support dependable HR and finance operations.

- Directed agent orchestration design with **FastAPI** and **PostgreSQL**, improving workflow reliability for HR operations.
- Built auditable workflow actions with **React** and **TypeScript**, giving business teams clearer execution history.
- Containerized services with Docker and Kubernetes, simplifying repeatable releases across cloud SaaS environments.
- Established **CI/CD** checks and automated testing, reducing production risk during frequent capability releases.
- Partnered with product, **machine learning**, and security teams, turning ambiguous needs into practical platform decisions.
- Mentored engineers through design reviews and troubleshooting, strengthening production readiness across shared services.

Software Engineer III

January 2020 - February 2023

BlueOak Financial Cloud

San Jose, CA

Delivered **full stack** capabilities for financial SaaS workflows, balancing customer needs with scalable APIs, data integrity, and operational visibility. Coordinated delivery across engineering and business partners while supporting production services through design, release, and troubleshooting.

- Designed FastAPI services for **finance workflows**, improving API consistency across multi tenant customer operations.
- Implemented React and TypeScript interfaces, helping users complete exception handling with fewer handoffs.
- Optimized **PostgreSQL** access patterns, supporting predictable response times across transaction heavy services.
- Added **Elasticsearch** indexing, making operational records easier for support teams to investigate.
- Introduced **observability** dashboards and alerts, giving engineers earlier signals during service degradation.
- Coordinated **agile** delivery with product and finance stakeholders, keeping releases aligned with customer priorities.

Software Engineer II

June 2018 - December 2019

Cedar Ridge Software

San Jose, CA

Built and supported web platform features across API, data, and user interface layers. Worked with senior engineers on distributed service design, automated validation, deployment practices, and **production** support for growing SaaS workloads.

- Developed **Flask APIs** for workflow services, creating reusable endpoints for internal product teams.
- Refactored React components and TypeScript types, improving consistency across customer facing screens.
- Added automated unit and integration tests, catching regression issues before **deployment**.
- Applied **Docker** based local environments, shortening setup time for engineers joining active projects.
- Supported **AWS** deployments and incident reviews, restoring service with clear technical follow through.
- Documented design decisions and runbooks, helping peers resolve recurring operational questions independently.

Software Engineer

June 2016 - May 2018

Prairie Loop Technologies

San Jose, CA

Contributed to SaaS application delivery across Python services, web interfaces, relational data, and release workflows. Learned production engineering practices through supervised design work, testing, deployment support, and close collaboration with product partners.

- Built **Django** features for customer workflows, connecting business requirements with maintainable application behavior.
- Created PostgreSQL queries and migrations, preserving data quality during incremental product changes.
- Implemented React views with reusable components, giving users clearer paths through common tasks.
- Added CI checks for **Python** services, improving confidence in routine code reviews.
- Investigated production issues with senior engineers, documenting fixes and preventing repeat incidents.
- Collaborated in agile planning sessions, clarifying scope before implementation began.

PROJECTS

Agent Workflow Operations 📅 2026

Partnered with product and operations peers around a shared goal, building auditable agent actions, resilient APIs, and operational tooling for HR and finance workflows. Clear ownership and frequent feedback kept production decisions grounded in user needs.

Multi Tenant SaaS Reliability 📅 2024

Connected engineering and support perspectives around dependable customer service, shaping observability, container deployment, and distributed system practices that helped teams diagnose issues and release changes with greater confidence.

LEADERSHIP & AWARDS

- Recognized by engineering leadership for dependable delivery across AI agent and SaaS platform initiatives.
- Selected to mentor engineers through architecture reviews, production readiness discussions, and difficult troubleshooting sessions.
- Earned peer recognition for turning unclear workflow needs into practical, maintainable platform capabilities.

EDUCATION

Bachelor of Science in Computer Science

2016

Colorado State University GPA: 3.5

Fort Collins, CO

Coursework: Algorithms, Database Systems, Distributed Systems, Software Engineering

CERTIFICATIONS

- AWS Certified Developer, Associate 📅 2026
- Certified Kubernetes Application Developer 📅 2026

TECHNICAL SKILLS

- **Python Web Frameworks:** FastAPI, Flask, Django
- **Frontend Development:** React, TypeScript, JavaScript
- **Relational Databases:** PostgreSQL, SQL, Database migrations
- **Cloud Platforms:** AWS, Cloud SaaS, Multi tenant systems
- **Container Platforms:** Docker, Kubernetes, Container orchestration
- **Search Systems:** Elasticsearch, Indexing, Search queries
- **Delivery Practices:** DevOps, CI/CD, Continuous delivery
- **Quality Engineering:** Automated testing, Unit testing, Integration testing
- **Distributed Systems:** Distributed architecture, Resilient APIs, Service orchestration
- **Operational Visibility:** Observability, Dashboards, Alerting
- **Engineering Methods:** Agile, Design reviews, Production readiness
- **AI Workflow Systems:** AI agents, Agent orchestration, Auditable actions

SKILLS

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|--------------|--------------|-----------------|-----------------------|
| • Python | • PostgreSQL | • Elasticsearch | • Automated testing |
| • FastAPI | • AWS | • CI/CD | • Distributed systems |
| • React | • Docker | • DevOps | • Agile delivery |
| • TypeScript | • Kubernetes | • Observability | |

PROFESSIONAL AFFILIATIONS

- Member, Association for Computing Machinery, sharing practical software engineering knowledge with peers.
- Participant, local software engineering meetups, building relationships around reliable cloud product delivery.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST