

MUFADDAL NAGPURWALA

Senior Backend Engineer | PHP · Laravel · Multi-Tenant SaaS

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Surat, India • 10+ years' experience • Notice period: Immediate joiner • Open to relocation and remote roles

PROFILE

Senior backend engineer with 10+ years building and scaling multi-tenant SaaS platforms on PHP and Laravel, including a technical lead role owning delivery for a distributed engineering team. Strong in performance tuning, asynchronous processing with Redis and Horizon, real-time systems over WebSockets, and clean API design. Proven at independently diagnosing production incidents and reasoning about scale — query optimisation, indexing, and memory profiling across multi-million-record datasets — and at owning services end to end on AWS. Comfortable as an individual contributor or leading a small team, and experienced working directly with North American and Middle East stakeholders in fully remote teams.

TECHNICAL SKILLS

Languages & Frameworks: PHP, Laravel (Eloquent, Middleware, Service Providers, Policies & Gates, Artisan Commands, Horizon, Echo, Reverb), Vue.js, JavaScript, Node.js

Databases: MySQL, PostgreSQL — advanced SQL, indexing, query optimisation, stored procedures, JSON-based queries

Real-Time & Async: WebSockets, Laravel Reverb, Laravel Echo, Pusher, Redis queues, event broadcasting, queued jobs

Cloud & DevOps: AWS (EC2, RDS, S3, SQS), Docker, Nginx, Git workflows, CI/CD pipelines

Integrations & Security: Stripe, Shopify, Twilio; JWT, OAuth 2.0 / SSO (Auth0, JumpCloud), MFA, CSRF/XSS mitigation, SQL injection prevention

Testing: PHPUnit, Pest, service mocking, Postman, Insomnia

PROFESSIONAL EXPERIENCE

Senior Software Engineer II

Nov 2023 – Jul 2026

Upland Software — Remote (US-headquartered SaaS group)

- Built and maintained Upland Credential Manager and Upland Analytics — multi-tenant SaaS products on Laravel and Vue.js serving enterprise customers.
- Resolved critical memory-exhaustion failures in the analytics widget-processing pipeline using PHP generators and Eloquent cursor()-based lazy loading, enabling reliable processing of multi-million-record datasets.
- Designed and shipped a Multi-Factor Authentication system and integrated enterprise SSO (Auth0, JumpCloud) into existing auth flows; added HSTS preload to harden transport security.
- Contributed to migrating a complex legacy platform from Zend Framework to Laravel, improving performance while preserving existing business logic.
- Authored root-cause analyses for production incidents and reduced query cost through targeted indexing and query restructuring.

Technical Lead

Dec 2021 – Mar 2023

ITCAN Technology — Remote (Dubai-based employer)

- Led a software engineering team remotely; owned task delegation, delivery schedules, and client-facing technical communication across time zones.
- Ran code analysis to surface security issues and technical debt, then drove a structured remediation plan that reduced open vulnerabilities.
- Set engineering standards for code review, branching, and release process across the team.

Senior Software Engineer

Nov 2016 – Dec 2021

Cactus Communications — Mumbai, India (promoted from Software Engineer)

- Sole maintainer of a business-critical CRM web application and primary escalation point for production defects, improving bug turnaround time.
- Led migration of a legacy Drupal CRM to Laravel and moved the database from MySQL to PostgreSQL, improving response times.
- Profiled and optimised expensive queries and refactored legacy modules to improve performance and reduce technical debt.
- Introduced design patterns and test-driven development with PHPUnit, reducing production bug rates.

Software Developer

Aug 2015 – Nov 2016

Synergy Technology Services — Mumbai, India

- Built and maintained a Moodle-based LMS for a Canada-based client; rebuilt performance-critical components in Laravel for improved speed and stability.

EDUCATION & LANGUAGES

Bachelor of Computer Applications (Computer Science) — ICAI University, 2011–2014

Diploma in LAMP Architecture • Languages: English (full professional proficiency), Hindi (native)