

Kshitij Tiwari

Customer Success & Solution Engineering | Client Onboarding · Adoption · Escalations · SaaS Platforms

Boston, MA | (857) 250-5130 | tkshitij2001@gmail.com | [LinkedIn](#)

SUMMARY

Coordinator, Web Solutions Engineer with experience delivering website solutions for financial advisors on an enterprise CMS. Led builds, QAs, and go-live for 20+ client sites each quarter, achieving 98% on-time delivery, and created a code-based workarounds for platform limitations enabling custom branding for advisors. Expertise in Python, SQL, and APIs, translating technical details into clear guidance for non-technical users. Applies client-focused engineering and data-driven insights to drive product success and revenue growth.

WORK EXPERIENCE

Commonwealth Financial Network (an LPL Financial company)

Coordinator, Web Solutions Engineer

Waltham, MA • Jul 2025 - Present

- Serve as the technical point of contact and client advocate for an enterprise SaaS CMS powering 900+ websites; sat in 20+ client meetings to gather and translate requirements into build plans prototypes, and explaining technical platform capabilities to non-technical clients
- Own 20+ client website projects per quarter from intake and build through go-live, coordinating engineering, design, client service, and compliance while flagging technical risks early to sustain 98% on-time delivery
- Secured leadership approval for new build standards; engineered interactive JavaScript components utilizing conditional logic and element states to boost end-user engagement by 8%
- Turned recurring customer feedback into a fix for a long-standing vendor platform limitation by writing a code-based workaround that lets advisors add branded headers and CTA banners to auto-generated blog pages
- Uncovered data discrepancies using Microsoft Co-pilot to learn excel formulas and pivot tables, finding 3 missing sites and 15 live sites belonging to departed advisors; worked with Client Services and the vendor to correct listings and close the critical compliance gap
- Replaced manual audits run by 3 teams across 900+ websites with 9 Python automation tools developed with GitHub Copilot, extracting client/website information from structured JSON data and cutting data collection time by 95%

Coordinator, Web Product

Waltham, MA • Feb 2025 - Jul 2025

- Led the rollout of a modernization initiative across 90+ enterprise client websites, managing implementations, work assignments, and software testing while coordinating stakeholders to finish two months ahead of schedule
- Redesigned the launch process to run QA before developer handoff, cutting launch turnaround 40% and extending the daily launch-request cutoff for clients by an hour
- Moved build QA process from Waterfall to Agile so issues were fixed in flight, reducing redundant feedback loops and QA time by 20% and cutting post-QA client edits from 10-15 to 4-6 per build
- Created a centralized intake tracker for platform improvement requests from designers and account managers; drove an ADA accessibility fix to footers across 800+ websites

Web Production Co-op

Waltham, MA • Jan 2024 - Dec 2024

- Trained on the enterprise CMS platform for a website migration project; identified recurring design errors in vendor templated websites during QA and created a CSS and JS code fix to apply across 500+ websites, reducing QA times for the team by 17%
- Defined new QA standards and test scenarios, wrote documentation, and trained 12 developers for an 800+ site migration, cutting QA time 35% and earning a VP SPOT Award for training excellence

The White Tusk (formerly Magick Box Media)

Software Engineer

Mar 2021 - Jun 2022

- Worked directly with clients and product owners to translate business requirements into technical specifications, sprint backlogs, and QA test cases in Jira, using client communication to keep feature delivery on schedule
- Built and delivered 4 MERN-stack e-commerce platforms for client marketplaces; optimized multi-source queries to cut runtime 30%

SKILLS

Customer Success: Client Onboarding, Adoption & Usage Reporting, Requirements Gathering, Solution Design, Issue Triage & Escalation, Vendor Management, User Training, Runbooks & Documentation, Stakeholder Communication, Client Communication

Technical: Python, SQL, JavaScript, HTML/CSS, REST APIs & Postman, DNS & Domain Configuration, Git, AWS, React, Node.js, Accessibility/ADA, SEO, Structured Configuration, Conditional Logic, Software Testing

Tools: Google Analytics, Power BI, Jira, Confluence, Adobe Workfront, Figma, VS Code, GitHub Copilot

EDUCATION

Northeastern University

Master of Science, Information Systems

Dec 2024

Boston, MA

University of Mumbai

Bachelor of Engineering, Computer Engineering

Jun 2022

Mumbai, India

CERTIFICATIONS

- Certified Scrum Product Owner (CSPO): Scrum Alliance
- Certified Scrum Master (CSM): Scrum Alliance

Jan 2026

Jan 2026