

Pulkit Kakkar

Technical Design Lead / Senior Frontend Engineer

London, UK | pulkitkakkhar176@gmail.com | 07404991536 | linkedin.com/in/pulkit-kakkar-b98408b1

PROFESSIONAL SUMMARY

Technical Design Lead with 9+ years of experience delivering customer-facing digital journeys across Angular 20+, TypeScript, payments, CMS integrations, production support, and delivery governance. Strong frontend foundation with growing end-to-end ownership across solution design, frontend and backend alignment, secure payment flows, technical readiness, dependency management, and production issue investigation. Experienced in regulated, high-traffic environments where maintainability, accessibility, performance, and smooth delivery matter.

PROFESSIONAL EXPERIENCE

Technical Design Lead / Senior Frontend Engineer · Coforge UK Ltd (British Airways)

Oct 2021 – Present, London, UK

- Look after technical design and delivery across the classic booking and payment journey, aligning frontend, backend, payment services, CMS, and integration work.
- Shape secure payment flows covering 3DS, tokenisation, authorization, payment orchestration, and third-party payment integrations.
- Support CMS-driven content integrations for contextual offers and dynamic customer-facing content.
- Help teams move from requirements to buildable technical items through solution design, item slicing, technical readiness, dependency identification, and blocker management.
- Investigate production issues using logs, Splunk, transaction IDs, MRNs, and session IDs, helping teams isolate journey and integration failures quickly.
- Engineer and optimise booking and payment experiences using Angular 20+, TypeScript, and RxJS, supporting high-traffic customer journeys.
- Led accessibility improvements aligned with WCAG 2.1, contributing to ba.com being recognised among the UK's leading accessible airline booking platforms.
- Reduced booking page load times by 30%, improving customer experience and reducing risk of journey drop-off.
- Partner with product, design, QA, backend, API, and managed service teams to maintain delivery flow, code quality, documentation, and knowledge handover.

Frontend Developer · Coforge UK Ltd (British Airways)

Nov 2017 – Sep 2021, London, UK

- Delivered frontend features and improvements across customer-facing booking, seat selection, search, and price breakdown experiences.
- Resolved critical production issues, mitigating potential business impact and improving journey stability.
- Implemented performance, security, and maintainability improvements across Angular applications.
- Created technical documentation and knowledge-sharing material to support onboarding and team consistency.

SELECTED PROJECTS

British Airways Digital Journeys

- Technical design and delivery support for booking, payment, content, and integration changes across complex customer journeys.
- Hands-on contribution to Angular architecture, production support, accessibility, experimentation, and engineering standards.

Pink Beauty Salon

- Designed and built a Shopify website and AI-assisted booking intake flow using OpenAI's GPT models.
- Improved service discovery, consultation intake, content structure, SEO, and maintainability for a small business website.

Almighty Musicals

- Designed and developed a React, Vite, and Firebase wholesale instrument ordering platform for B2B enquiries.
- Built dynamic inventory listings, quote-led enquiry flows, and admin-friendly stock and customer communication workflows.

CORE SKILLS

Technical Design: End-to-end solution design, frontend/backend architecture alignment, technical readiness, item slicing, dependency management, delivery governance.

Frontend Engineering: Angular 20+, TypeScript, JavaScript, RxJS, React, Vite, HTML5, CSS3, responsive and accessible UI development.

Payments & Integrations: 3DS, tokenisation, authorization, payment orchestration, third-party integrations, CMS/AEM-driven content, API collaboration.

Production Support: Splunk, logs, transaction IDs, MRNs, session IDs, issue triage, root cause investigation, vulnerability and risk support.

Quality & Delivery: Cypress, CI/CD, Git, Jenkins, AWS, Agile delivery, documentation, knowledge handover, code quality and maintainability.

AI & Emerging Tech: OpenAI API, prompt engineering, AI-assisted workflows, AWS AI services.

EDUCATION

B.Tech, Computer Science & Engineering – Dr. A. P. J. Abdul Kalam Technical University, 2017

Higher Secondary & Secondary Education – Dehradun Public School