

FILIPPO PIGGICI

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LEAD FRONTEND ENGINEER · AI PRODUCT ENGINEERING

Lead frontend engineer with 7+ years' experience building web products. Promoted from mid-level to senior and then lead at Outverse. Works across TypeScript/React/SvelteKit/Tailwind, with experience in AI product interfaces, frontend architecture and end-to-end delivery.

EXPERIENCE

OUTVERSE · Lead Frontend Engineer

2021 — PRESENT

MID → SENIOR → LEAD

AI customer-experience platform · Product engineering, frontend platform and technical leadership

- Built frontend capabilities used in enterprise deployments for Docplanner and Jeeves, including configurable widget APIs, live-chat and escalation flows, localisation and analytics; the Jeeves deployment tripled support capacity.
- Helped drive the progressive React-to-SvelteKit migration through Svelte 5, consolidating duplicated UI into a typed core library and design system used across web and widget applications.
- Built the real-time AI widget: iframe/host APIs, WebSocket messaging, live-chat hand-offs, escalation flows, localisation, analytics, responsive layouts and cross-browser behaviour.
- Shipped end-to-end AI operations features including intents, escalation rules, version history, conversation search, CSAT and embedded analytics, contributing across Svelte interfaces and Django APIs/migrations.
- Set frontend architecture and engineering standards across the web app, AI widget and shared component platform, and introduced Qodo AI rules and automated quality gates to maintain consistency as the product scaled.

TREATWELL · Frontend Software Engineer

2019 — 2021

European beauty marketplace · React product development

- Built and launched greenfield React and TypeScript frontends in close partnership with product managers and designers across the full product lifecycle.
- Improved release confidence with Cypress end-to-end and visual regression tests, Jest/Testing Library coverage, CI/CD practices and localisation-ready architecture.

CAPABILITIES

Product & leadership Technical direction, scoping, cross-functional delivery, product and design collaboration

Engineering TypeScript, Svelte 5, SvelteKit, React, JavaScript, Python, Django, REST APIs, WebSockets, HTML/CSS, Tailwind, Vite

Quality & platform Qodo AI rules, Storybook, Playwright, Cypress, Vitest/Jest, Testing Library, Chromatic, GitHub Actions, PostHog, accessibility, performance

EDUCATION

QUEEN MARY UNIVERSITY OF LONDON

2016 — 2019

BSc (Hons) Software Engineering for Business · **FIRST CLASS HONOURS**