



<https://tripla.io/recruit/lead-software-architect/>

Lead Software Architect – CRM and Loyalty Platform

Position description About tripla

tripla Co., Ltd. is a leading provider of digital-transformation (DX) solutions for the hospitality industry. Our mission is to help hotels maximize profit, elevate guest experience, and streamline operations through innovative technology. With an AI-powered product suite—including booking engines, chatbots, marketing-automation tools, and payment solutions—we serve 8,000+ properties across APAC and are rapidly expanding worldwide, with innovation and growth as our core values.

Position Overview

We are hiring a senior-level software engineer to architect and lead the development of a scalable CRM platform that powers loyalty and membership features across multiple brands and geographies. This individual will be at the forefront of transforming our monolithic architecture into a distributed system, collaborating with product and offshore teams to deliver robust APIs, modular services, and a seamless integration path with our core booking systems.

What Makes This Role Special

As the first dedicated architect for our CRM domain, you will shape the loyalty and membership experience for thousands of hotels and millions of users. Your decisions will directly influence how tripla scales globally and redefines guest engagement in hospitality.

- Product-Led Engineering: Collaborate closely with Product Managers to shape technical solutions that align with product vision and deliver measurable business value. You won't just build "what's asked"—you'll help define what's worth building.
- Architect from scratch: Play a central role in the design and implementation of a greenfield CRM system.
- System-level ownership: Define domain boundaries, APIs, and data models to support points, tiers, rewards, and identity.
- Bridge Japan and offshore teams: Lead code and design reviews while enabling efficient collaboration with global developers.
- AI-enhanced innovation: Opportunity to explore LLMs and AI tools to personalize user experiences, optimize point redemption, and detect fraud patterns.

Key Responsibilities

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tripla Co., Ltd.

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IT

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4-15-3 Nishi-Shinjuku, 160-0023,
Shinjuku-ku, Tokyo, Japan

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06/05/2025

Focus Area	Core Activities
Architecture & Design	Define technical architecture for CRM platform (auth, point engine, tier logic, etc.). Create APIs, schema models, and service boundaries, in alignment with product and UX requirements.
System Integration	Collaborate with triplaBook and bot teams to define secure, stable interfaces. Ensure backward compatibility and data consistency.
Code Quality & Review	Own codebase quality. Lead PR reviews, enforce coding standards, ensure test coverage and observability.
Offshore Enablement	Act as the bridge to offshore engineers. Write clear specs, answer technical questions, and guide sprint execution.
Scalability & Ops	Optimize for performance, availability, and fault tolerance. Define SLAs, monitoring, alerting, and logging strategy.

Qualifications

Basic

- 5+ years of hands-on backend development experience (especially Golang)
- Experience designing and operating RESTful APIs and domain-driven microservices.
- Deep understanding of authentication, RBAC, multitenancy, and event-driven architectures.
- Strong interest in product thinking, UX, and delivering customer value—not just shipping code.
- Comfortable with navigating ambiguity and transforming business needs into scalable, thoughtful architecture. Passionate about Product-Led Engineering as a cultural and technical discipline.
- Commitment to Product-Led Engineering principles—you understand that great architecture serves great products.

Preferred

- Experience migrating from monoliths to microservices in live production systems.
- Experience working with offshore or globally distributed teams.
- Familiarity with hospitality or e-commerce CRM domain.
- Hands-on experience or strong interest in AI/LLM integration for personalization, automation, or system intelligence.
- Knowledge of cloud-native architectures (AWS preferred), CI/CD, and DevOps practices.
- Contributions to design systems, reusable service templates, or shared infrastructure.

Career Growth

- As our first CRM architect, you'll not only own technical decisions—you'll help define engineering culture, mentorship practices, and architectural standards in a key domain. As the platform grows, so will your influence and scope.

- Opportunity to drive architecture standards and influence company-wide engineering culture.
- Expand cross-border collaboration skills in an international SaaS context.

福利

Commuting allowance: paid in accordance with company regulations
Full social insurance (employment, workers' compensation, health, and pension)

休暇

Saturdays, Sundays and national holidays
Annual paid vacation: 10 days at the time of employment
Year-end and New Year vacations: 6 days from December 29 to January 3

お問い合わせ

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