Balaji N

Technical Lead, Responsive (formerly RFPIO)

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Results-driven and innovative Technical Lead with 5+ years of experience in full-stack development using Java, TypeScript, React (Hooks), Node.js, and cloud technologies. Adept at communicating complex technical concepts to both technical and non-technical stakeholders. Proven track record of leading teams to deliver high-quality features in fast-paced, product-led environments. Strategic thinker with a focus on building scalable architectures while balancing technical debt and business priorities. Enthusiastic team player eager to drive company success and customer trust.

Work History

Mar 2023 - Present
(3/1/2023)

Technical Lead
Responsive (formerly RFPIO), Coimbatore

Aligning product and engineering teams for high performance with a focus on long-term customer satisfaction and reputation. Actively participating in sprint ceremonies, defining feature ownership, and taking extreme ownership of work quality and company success. Managing team members through regular 1:1 meetings and actionable feedback, while fostering a collaborative and learning-focused environment. Handling client communications for troubleshooting, clarifications, and new requirements, and driving innovation with technologies like ChatGPT. Committed to efficiency and high-quality outcomes, with a strong emphasis on effective communication, shared success, and continuous improvement.

Mar 2022 - Feb 2023
(3/1/2022)

Senior Software Engineer
Responsive (formerly RFPIO), Coimbatore

Work with development teams and product managers to ideate solutions. Mentoring the juniors and interns to work in a collaborative culture. Resolving critical Support tickets and handling on-call support for clients. Analyzing and Developing base architecture for new features. Planning and assigning tasks to the team members. Understanding the team's needs and resolving them. Work with data scientists and analysts to improve the application.

Mar 2021 - Feb 2022
(3/1/2021)

Software Engineer
Responsive (formerly RFPIO), Coimbatore

Design client-side and server-side architecture. Build the front-end of applications through appealing visuals and a mobile responsive design. Develop and manage well-functioning features for applications. Write effective APIs. Test the features to ensure responsiveness and efficiency. Troubleshoot, debug, and upgrade features. Write technical documentation.

Jul 2019 - Feb 2021
(7/1/2019)

Associate Software Engineer
Responsive (formerly RFPIO), Coimbatore

Write well-designed, testable code. Develop software verification plans and quality assurance procedures. Document and maintain software functionality. Troubleshoot, and debug the applications.

About Product and Key Features

RFP software not only streamlines and automates many of the existing RFP response processes, but it also revolutionizes how one can manage projects, govern content, and leverage data to pursue only the RFPs that can win. With RFP software, one can work faster, with greater accuracy, so that he has more time to customize every response. Some of the key features developed and technologies used are detailed below:

Profile Center (Trust center solution)

As Technical Lead for Profile Center, a leading trust center platform. The team developed innovative features that earned the prestigious Best Team Award.

Built AI-powered capabilities, enabling users to build detailed security profiles with minimal manual effort. Advanced AI and automation transformed the profile-building process, allowing users to quickly generate comprehensive security profiles with accuracy and efficiency.

Anonymous viewer tracking and analytics were implemented, providing deep insights into how viewers interacted with the trust center. This data empowered users to make informed decisions, significantly boosting the trust center's acceptance rate by tailoring content and engagement strategies based on viewer behavior.

Seamless integration of the trust center with major enterprise platforms such as Salesforce, Microsoft Dynamics, and Slack was achieved, enabling users to share security profiles and critical information effortlessly across their preferred tools. This integration streamlined workflows, enhanced collaboration, and centralized trust-related operations for customers.

To further enhance the viewer experience, a dynamic trust center summary feature was introduced, offering a clear and concise overview of essential security information for viewers. Additionally, ChatGPT was integrated into the trust center, providing personalized interactions and automated responses for viewers, further improving engagement and satisfaction.

Tools & Technologies used: Spring Boot, REST APIs, OAuth, AI, Vector Search, SOLR, OpenAI, Slack, Microsoft Dynamics, Salesforce, and GrapeJS.

Research&Development

Enhancing the product's Recommendation Engine with SOLR's Dense Vector Search and constructing the prompt to get a Generative Response using OpenAI. Ada (Automatic Domain Adaptation) model is used to get the embeddings of input text. Slack integration with the product to search on the given search term using slash commands.

Tools & Technologies used: *Spring Boot, REST APIs, Postman, SOLR, OpenAI, Slack, Webhooks*

External API

Exposing robust and secured APIs for the end customers where they can access RFPIO's Projects, Contents, and other information. A client id and a secret are issued to the customers with which they can generate a JWToken to hit the REST API to get the required details in JSON format. Spring Boot is used to establish a Microservice which will authenticate all the requests which hold the JWT.

Users can also migrate/add their data into applications via these APIs. Swagger-enabled API allows the clients to construct a proper request body to post their data. Custom Exception handling is done to send detailed error messages to the clients.

Tools & Technologies used: *Spring Boot, REST APIs, JWT, Swagger, Postman*

Import Automation	RFPIO allows its user to import their data into the application by marking it manually. The system learns from the user's previous marking for a file and is processed to automate it. A unique SHA key is generated with the marking done by the user which is used to identify the rules to configure the file. Machine Learning algorithms are used to automate complex files. A separate SpringBoot application is established to handle the automation process. This feature won the Customer Delight Award from the votes of customers for its time-saving and fast automation.
	Tools & Technologies used: *Spring Boot, REST APIs, SHA, Machine Learning*
MS Addin	Integration of Content library into Microsoft Office Powerpoint as VSTO Addin for easy access to content. VSTO Addin is developed using Visual Studio using C# which is used to add/remove/or do any modification over PPT. Proposals are built using those contents and can be saved into the application with details of a few ids, with which the User can resume the work from where they left off. Custom XML Parts are used to save the required information.
	Tools & Technologies used: *MS PPT, VSTO, XML, C#*
Electronic Signature	E-Sign is integrated with RFPIO as a process of signing the proposal documents without using a third-party e-sign application. Sharing the documents with guests, placing initials/signatures into documents, adding text/data/checkbox/labels into documents at any place with simple drag and drop. Able to download the documents in PDF format with the Signature and other placeholders added.
	Tools & Technologies used: *PDF, canvas*
Other Sprint works	Being part of the team to migrate the application from Angular JS to React. SOLR Stemming process change - adding Hunspell Filter Factory as an additional stemming process Creating Email velocity templates to send emails to the customers Resolving the Support tickets and on-call support for the customers to troubleshoot issues.

Skills

JAVA, Spring Boot, JPA, JSP Servlet, Python, C#

JavaScript, React, Angular JS, JQuery, CSS, HTML, Jest, Next.js

MongoDB, SQL

Maven, Tomcat, Gradle

SOLR, Redis, Nginx, OpenSearch

Tools and Softwares

Eclipse, VS Code, IntelliJ IDEA

JIRA, Bitbucket, Source Tree, GIT, Confluence

Jenkins,

Mongo Compass, Robo Mongo, MySQL Workbench, DBEaver

Figma, XD

Education

Aug 2015 - May 2019   **B. Tech: Information Technology** *(CGPA: 8.06)*
Sri Ramakrishna Engineering College (SREC) - Coimbatore

HSC: Computer Science *(94%)*
GKD Matriculation Higher Secondary School

SSLC *(96%)*
Bishop Francis Matriculation School

Certifications & Achievements

MongoDB Developer	Customer Delight Award - 2021
React.js Essential Training	Engineering Excellence - 2022
React Hooks	Member of INTERACT as an office bearer.
Data Structure and Algorithms using Python	Member of the Computer Society of India.
Cloud Computing	Member of SDISC Member of ISTC.
Introduction To the Internet of Things	PRO at Rotary International

Personal Details

Father's Name	Mr. Nagarajan P
Mother's Name	Mrs. Jayanthi N
Date of Birth	12/21/1997
Address	45(1), Manekaram Palayam, Idigarai (PO), Coimbatore-641 022.
Languages known	Tamil, English, Kannada