

Balaji Nagarajan

Technical Lead | AI Enthusiast | MongoDB Expert | Full-Stack Dev

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Results-driven Technical Lead with 5+ years of experience in **full-stack development**, specializing in **Java, TypeScript, React, Node.js**, and **cloud technologies**. Passionate about **AI-driven solutions, LLMs, and cloud-native architectures**, with a strong focus on scalability and performance optimization. Adept at leading teams, driving innovation, and delivering high-quality software solutions that align with business goals.

Technical Skills

Backend: Java, Spring Boot, Python, C#,

Frontend: React (Hooks), Next.js, AngularJS

DevOps & Tools: Git, Jenkins, AWS Lambda

Databases: MongoDB, SQL, SOLR, Redis, NGinx

AI & Cloud: OpenAI, Claude, Amazon Bedrock, LLMs, LangChain, Vector Search, LLMs, RAG

JIRA, Confluence, Mongo Compass, MySQL Workbench, DBEaver

Work Experience

Technical Lead – Responsive (formerly RFPIO) | Mar 2023 – Present

- Led AI-driven development, improving **security profiles and automation**.
- Optimized development workflows, boosting efficiency by 30%.
- Managed client communications, troubleshooting, and requirement analysis.
- Implemented **scalable architectures**, reducing production issues by **40%** through rigorous reviews and automated testing.
- Published Profile Trust Center with **Custom Domain**, optimizing domain setup resulting in **80%** faster loading of custom domain Trust Centers.

Senior Software Engineer – Responsive | Mar 2022 – Feb 2023

- Led feature architecture development, ensuring **25% improvement in performance**.
- Provided mentorship and guidance to junior developers and interns.
- Managed critical support tickets and **on-call client support**.

Software Engineer – Responsive | Mar 2021 – Feb 2022

- Designed and developed **scalable front-end and back-end architectures**.
- Improved **API response time by 20%** through query **optimization and caching**.

Associate Software Engineer – Responsive | Jul 2019 – Feb 2021

- Migrated legacy systems to **microservices architecture**, reducing downtime by **35%**.
- Developed and tested software solutions, ensuring quality assurance and debugging.

Key Projects & Contributions

Profile Center (Trust Center Solution & Automation - Game Changer Award)

- Engineered **AI Agents** to dynamically create **customized Trust Centers** based on user needs, enhancing security transparency.
- Developed a **dynamic summary and AI-driven evaluation agent** that optimizes Trust Center content using visitor engagement data.
- Implemented **custom domain setup** with domain validation and CNAME mapping..
- Integrated the Trust Center with **Docusign, Salesforce, Microsoft Dynamics, and Slack** for seamless collaboration.

Research & Development (Trailblazer Award Winning Feature)

- Enhanced product recommendation engine with **SOLR's Dense Vector Search, Ada Model, RAG, and OpenAI**.
- Developed real-time **Slack Slash commands** for enterprise knowledge search.
- Integrated **Google Drive and Bing Search** APIs for advanced data availability.

Import Automation (Custom Delight + Award-Winning Feature)

- Created a machine **learning-based file processing system**, reducing manual efforts by **60%** and improving document import accuracy and efficiency

External API Development - Designed secure and scalable APIs with JWT authentication with **Swagger** documentation.

Microsoft Office Add-in (MS Add-in) - Integrated **content library** into Microsoft PowerPoint using **VSTO and XML**.

Electronic Signature Feature - Implemented product native **E-Sign functionality** for digital document signing.

Education

B.Tech, Information Technology (CGPA: 8.06) – Sri Ramakrishna Engineering College, Coimbatore (2015-2019)

Certifications & Achievements

- MongoDB Developer Certification
- React.js Essential Training & Hooks Certification
- Data Structures & Algorithms with Java
- Cloud Computing & IoT Fundamentals
- Game Changer (2024), Trailblazer (2023), Engineering Excellence Award (2022), Customer Delight Award (2021),

Languages - Tamil, English, Kannada
