**Balaji Nagarajan**Technical Lead | AI Enthusiast | MongoDB Expert | Full-Stack Dev

📞 +91 8667707484 | ✉️ [balajinraj007@gmail.com](mailto:balajinraj007@gmail.com) | 🔗 [LinkedIn](https://www.linkedin.com/in/balaji-n-607416103/)

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