

1. Company Overview

NexaSoft Technologies Pvt. Ltd. is a mid-sized SaaS product company established in 2018. The company specializes in building AI-powered enterprise productivity tools for internal workflow automation.

Headquarters: Bangalore, India

Employees: 180+

Work Model: Hybrid

Primary Products:

- NexaFlow (Workflow Automation Tool)
 - InsightAI (Internal Data Intelligence Platform)
 - SecureDocs (Enterprise Document Management System)
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2. Engineering Department Structure

The Engineering Department is divided into:

- Frontend Team
- Backend Team
- AI/ML Team
- DevOps Team
- QA Team

2.1 Frontend Team

Tech Stack:

- Next.js
- TypeScript
- Tailwind CSS
- Redux Toolkit

Responsibilities:

- UI/UX Implementation

- API Integration
- Performance Optimization
- Accessibility Compliance

Team Lead: Arjun Mehta

2.2 Backend Team

Tech Stack:

- Node.js
- Express.js
- Python (FastAPI)
- PostgreSQL
- Redis

Responsibilities:

- API Development
- Authentication & Authorization
- Database Design
- Caching & Performance

Team Lead: Priya Sharma

2.3 AI/ML Team

Tech Stack:

- Python
- PyTorch
- OpenAI API
- Vector Databases (Pinecone)

Responsibilities:

- Building RAG pipelines

- Model Fine-tuning
- Embedding Generation
- Prompt Engineering

Team Lead: Dr. Kunal Verma

3. Company Policies

3.1 Work Hours

Standard working hours:

9:30 AM to 6:30 PM IST

Flexible timing allowed between:

8:00 AM – 11:00 AM login window

3.2 Leave Policy

- 18 Paid Leaves per year
- 12 Sick Leaves per year
- 10 Public Holidays
- 6 Casual Leaves

Unapproved leave beyond limit results in salary deduction.

3.3 Remote Work Policy

Employees may work remotely up to 3 days per week.

Full remote allowed only with CTO approval.

4. Security Guidelines

- All code must go through Pull Request review.
- Secrets must never be committed to GitHub.
- Use .env files for storing API keys.
- Enable 2FA on all company accounts.
- Password rotation required every 90 days.

5. Deployment Process

Deployment environments:

- Development
- Staging
- Production

Deployment Flow:

1. Feature branch created
2. Pull Request opened
3. Code review approval
4. Merge into main
5. CI/CD pipeline triggered
6. Automatic deployment to staging
7. Manual approval for production

CI Tool: GitHub Actions

Hosting: AWS EC2 & Vercel

6. Internal Tools

- Jira (Task Management)
- Slack (Communication)
- Notion (Documentation)
- GitHub (Version Control)

7. Customer Support Escalation

Support Levels:

- Level 1: Basic issue resolution
- Level 2: Technical debugging

- Level 3: Engineering team involvement

Critical issues must be resolved within 24 hours.

8. Product: InsightAI Overview

InsightAI is an internal AI assistant that allows employees to:

- Query internal documents
- Generate summaries
- Analyze company data
- Retrieve HR policies

It uses:

- Retrieval-Augmented Generation (RAG)
 - OpenAI GPT models
 - Vector similarity search
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9. Data Privacy Policy

- No customer data may be used for training external models.
 - All embeddings are encrypted at rest.
 - Database backups occur daily at 2:00 AM IST.
 - Access logs retained for 180 days.
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10. Performance Review Process

Performance reviews are conducted twice a year:

- June
- December

Evaluation Criteria:

- Technical Contribution

- Code Quality
- Team Collaboration
- Innovation