

Suraj Dubey

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Professional Summary

Results-driven Senior Backend Engineer with 5+ years of Node.js and cloud-native architecture expertise. Implemented Retrieval-Augmented Generation (RAG) systems for autonomous customer support. Led teams building high-performance systems handling 2M+ weekly transactions. Expert in microservices, AI integration, database optimization, and security protocols, consistently delivering solutions that enhance availability, user experience, and reduce costs.

Professional Experience

Backend Lead | Zaapi | *Aug 2023 - Present*

- **Led cross-functional strategic planning** by collaborating with product, commercial, and growth teams to assess technical feasibility and define feature requirements, managing a team of 5 developers
- **Drove end-to-end feature development** from initial proof-of-concept to final implementation, creating comprehensive technical architectures and detailed project roadmaps
- **Architected an advanced RAG-based AI chatbot** using LangChain, LangSmith, and vector db to enhance customer support capabilities
- **Designed an AI-driven customer support system** with intelligent escalation and scenario-based response optimization
- **Mentored junior developers**, helped Zaapi build a strong technical team by conducting multiple interviews and training programs
- **Designed and built an analytics service from scratch using Redshift** providing sellers with actionable insights into agent performance, sales trends, and customer interactions, leading to data-driven decision-making
- **Reduced MongoDB costs** from \$2000 to \$1000 per month by optimizing cluster management, query performance, and indexing strategies
- **Scaled platform architecture** to support 1000+ requests/second, improving system uptime to 99.8%
- **Established CI/CD pipelines and infrastructure-as-code**, significantly improving deployment reliability and workflow efficiency

Senior Software Engineer | GeekyAnts | *Jun 2022 - Aug 2023*

- **Served as the primary technical liaison** for client engagements, responsible for comprehensive requirement gathering and technical solution design, leading a team of 7 developers
- **Architected and delivered two mission-critical SaaS platforms** using Node.js, Express, and TypeScript, demonstrating end-to-end technical leadership
- **Developed microservices platform for RealOne** (real estate CRM) using GraphQL, PostgreSQL, and AWS, implementing advanced features including: Real-time lead tracking, WhatsApp integration, Geospatial matching capabilities
- **Designed DAPR-based architecture** for Optus property management platform, implementing WebSocket communication and secure systems
- **Executed zero-downtime database migration** from MSSQL to CosmosDB, ensuring continuous application availability
- **Implemented secure payment processing and advanced tenant communication systems**
- **Managed complete project lifecycle**, from initial client requirements to final delivery, ensuring on-time and within-scope project completion

Engineering Roles | GNFC | *Jul 2014 - Jun 2022*

- **Served as Senior Shift Engineer** managing TDI plant automation systems and industrial control processes from 2014 to 2019
- **Led digital transformation** of industrial systems, transitioning from manual processes to modern web-based solutions
- **Engineered mission-critical applications** including permit systems, digital logbooks, and lab management tools

Technical Expertise

Programming Languages: JavaScript (ES6+), TypeScript, Python, Node.js, Express, NestJs

Databases: PostgreSQL, MySQL, MongoDB, CosmosDB, DynamoDB, Redis, Elasticsearch, OpenSearch, Vector DBs

Cloud & DevOps: AWS, Azure, GCP, Docker, Kubernetes, Terraform, GitHub Actions, Serverless, CircleCI

AI & Machine Learning: RAG Applications, LangChain, LangSmith, Vector Embeddings, Re-ranker Models, Knowledge Systems

Architecture: Microservices, Event-Driven Architecture, Pub/Sub, Message Queues, DAPR, API Gateways

Security & Testing: Authentication, Encryption, DDOS Protection, TDD, Unit/E2E Testing, OpenTelemetry, Datadog

APIs & Methodologies: REST, GraphQL, gRPC, 3rd-Party Integration, Agile/Scrum, OOP/Functional, CI/CD, Infrastructure as Code

Education

B.Tech in Petroleum Engineering | Pandit Deendayal Energy University, Gujarat | 2014