

# NEERAJ GUPTA

IIIT Allahabad | Engineering Scalable AI, LLMs and High-Performance Backend Systems

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## WORK EXPERIENCE

### Software Development Engineer – AI/ML, Pine Labs

May 2025 - Present Noida, INDIA

- Developed an IVR-based customer support bot using Azure OpenAI RAG Audio Search, enabling merchants to query, transaction details, settlements via voice
- Built a WhatsApp bot for merchant query handling and support via internal APIs, and an email tool to auto-raise merchant support tickets from incoming emails.
- Automated workflows in n8n using closed and open-sourced LLMs for unstructured merchant data processing, billing validation, and RPA triggers.
- Designed and implemented a RAG-driven semantic conversational chatbot for the Developer Portal and PineOne Documentation, leveraging LangChain to deliver precise, context-aware responses.

### Associate Software Engineer, o9 Solutions

Jan 2024 - May 2025 Bengaluru, INDIA

- Developed a migration plugin from Config Intel to CCM, streamlined cloud configuration management that enhanced operational efficiency and performance.
- Built a Query Performance Analyzer tool to analyze different time breakups, optimize database queries and execution time, resource utilization, infra utilization.
- Developed a Codetune plugin for scanning IBPL queries with ANTLR grammar, classifying issues with 98% accuracy, and regenerating queries using LLMs.
- Built a Config Diff tool integrated into the o9 Platform, handling millions of records that improved data management by 96%.

## CODING PROFILE

- LeetCode(Profile Link): Knight (1200+ Problem)
- Codeforces(Profile Link): Expert (350+ Problem)
- Codechef (Profile Link): 5 Star (180+ Problems)
- InterviewBit (Profile Link): Practiced 230+ Problems
- GeeksforGeeks (Profile Link): Practiced 400+ Problems

## TECHNICAL SKILLS



## EDUCATION

### Bachelor of Technology

#### Indian Institute Of Information Technology Allahabad

December 2020 – 2024 Prayagraj, INDIA

- CGPA: 8.23

### Class 12th, Class 10th

#### Kendriya Vidyalaya Air Force Station Bareilly

2019, 2017 Bareilly, INDIA

- Percentage: 91.6 (Class 12th)
- Percentage: 95.0 (Class 10th)

## PERSONAL PROJECTS

### NodeSphere-Social-Backend

[Github Link](#)

- A NodeJS backend with secure JWT authentication and MongoDB storage, implementing CRUD operations and API development for profiles, posts, comments, and error handling, including user management functions for register, update, delete, and post operations.
- NodeJS, MongoDB, Express ,JWT, Javascript, RESTful.

### Quiz-React-App

[Live Link](#)

- Created a React JS quiz app using Firebase for database management, implementing features for adding/deleting questions and taking quizzes, allowing users to create and edit questions while receiving instant feedback.
- Technologies: React JS, Firebase.

## ACHIEVEMENTS

- Microsoft Technology Associate (MTA) : Introduction to Programming Using HTML and CSS – Certified, 2021
- Google Developer Student Clubs (GDSC) IIITA : Certificate of Completion in Android Basics in Kotlin
- Qualified and secured Google KickStart (Best Rank - 1020), Google CodeJam, Google HashCode
- Qualified Regional Mathematics Olympiad (2nd Stage) of International Mathematics Olympiad team formation at IISc and BARC for the KVS state
- Cracked National Defence Academy (NDA) - conducted by The Union Public Service Commission (UPSC) and recommended from Services Selection Board (SSB)
- Got an offer from Nanyang Technological University(NTU), Singapore) - for pursuing program on Artificial Intelligence based on ML profile.