Vinod Balanarayanan

Solutions Architect • Building scalable, user-focused systems • Independent App Builder

I'm a solutions architect and hands-on engineer with 24+ years of experience designing and evolving software systems, including earlier roles spanning software development, people leadership, and service delivery. I enjoy building robust, practical solutions that deliver real value, across enterprise platforms, integrations, and independent applications and tooling.

Highlights

- Architecting and evolving a large-scale veterinary practice management platform used in daily clinical operations
- Designed and delivered revenue-critical payment and third-party integrations across multiple providers (Nuvei, Verifone, Windcave, Adyen, and others)
- Career experience spanning service delivery and operational leadership, supporting global teams and time-critical systems
- Designed and validated an end-to-end issue analysis system by focusing on system design and workflows, while using AI to accelerate implementation
- Independent apps and tools developed under the **coderdoniv** identity

Experience

Solutions Architect (Feb 2017 • Present)

VetlinkPRO - Practice Management Software • Auckland, New Zealand

- Lead the modernisation and ongoing enhancement of a large veterinary practice management platform, built on a distributed application architecture spanning desktop applications, background services, APIs, and mobile clients
- Design and implement integrations with external clinical, imaging, messaging, and payment systems
- Architect payments and messaging as functionally scalable platforms, enabling new capabilities and flows to be added incrementally
- Introduce CI/CD pipelines using Jenkins to automate builds and releases where no prior automation existed
- Design AI-assisted capabilities to support professional workflows, and define the architectural foundation for ongoing AI-enabled application enhancements
- Balance long-term architectural decisions with hands-on delivery across critical areas of the codebase

Delphi • Firebird • C# / ASP .NET • SQL Server • Flutter • Python • Integrations • Payments • Applied AI

Service Delivery Manager (Jun 2014 • Feb 2017)

Tata Consultancy Services (TCS) • Chennai, India / London, United Kingdom

- Led L1/L2/L3 support operations for General Merchandise and Logistics applications for a large UK-based retail client
- Managed a distributed team (~50 offshore and ~20 onsite) with strict SLA commitments
- Reduced overall incident backlog by approximately 70% and stabilised service delivery during transitions
- Owned operational reliability of a time-critical nightly allocation and replenishment flow spanning multiple systems and technology groups
- Drove the design of end-to-end monitoring and alerting across the flow to enable early intervention and improve SLA adherence
- Improved collaboration in a challenging onsite environment by motivating engineers to take on difficult assignments and building strong stakeholder relationships

Service Delivery • People Leadership • Operations • ITIL • Delphi

Support Operations Lead (2010 • May 2014)

Tata Consultancy Services (TCS) • Chennai, India / Paris, France

- Led support operations for an enterprise analytics and market research platform across Europe, with responsibility later expanded to include APAC and LATAM regions
- Stabilised service delivery during organisational transition by aligning the team around clear goals, ownership, and consistent execution
- Introduced daily fact-based operational reporting and drove accountability, including difficult personnel decisions where required
- Contributed to customer satisfaction improving from the low 60s to around 99% within one year
- Introduced real-time operational monitoring and reporting (including internal tooling) to improve visibility and proactive issue management

Service delivery • Stakeholder management • Delphi • Oracle

Technical Consultant / Software Engineer (Feb 2008 • Jul 2010)

Tata Consultancy Services (TCS) • Chennai, India / Milan, Italy

- Survey & analytics suite: delivered enhancements, prioritised demand, and provided level 3 support
- Loyalty and reporting system: introduced configuration-driven data aggregation, handled localisation, and supported database migration as part of modernisation.

Delphi • C# / .NET • PostgreSQL • Visual Basic

Team Lead / Software Engineer (Feb 2003 • Feb 2008)

J&B Software • Chennai, India

- Worked on a flagship lockbox and remittance processing platform used by major US banks
- Served as team lead, designer, and developer on customer-specific implementations and product enhancements
- Completed on-site US client engagements, including customer-facing discussions and product training

Delphi • VC++ • SQL Server • Crystal Reports

Software Engineer (May 2002 • Feb 2003)

International Data Systems • Kochi, India

- Contributed to the modernisation and migration of legacy business applications, including inventory and accounting systems.

Delphi • SQL Server

Contract Project Technical Assistant (Feb 2001 • Nov 2001)

Electronics Research & Development Centre of India • Kochi, India

- Worked as part of a project team to develop a workflow management system for a government agency.

Visual Basic • Oracle

Skills

Core

- Solutions architecture
- Product-focused engineering
- Architecture ownership & evolution
- Technical strategy & roadmap shaping
- Payments & external system integrations
- Technical leadership & mentoring

Technologies

Core Engineering Platforms

- Delphi (VCL/FMX) • C# • Flutter (iOS & Android) • HTML • CSS • JavaScript

System Design & Integration

- REST APIs • SOAP
- Third-party integrations
- Event-driven workflows

Data & Persistence

- Firebird
- SQL Server

DevOps & Delivery

- Git • GitHub • Jenkins • CI/CD pipelines

AI & Intelligent Systems (Applied / POC)

- Speech-to-text (Whisper) • Speaker diarization (Pyannote)
- LLM-based structuring (LLaMA • OpenAI • Claude) • Python services (Flask APIs)
- AI-assisted developer tooling • Human-in-the-loop workflows

Cloud & Infrastructure

- AWS (EC2 • IAM • basic networking • deployment pipelines)
- Azure (introductory exposure)

Focused on applying technologies pragmatically to real-world product workflows, from proof-of-concept through production-ready system design.

Education

Bachelor of Engineering (Electronics & Communication)

- Madurai Kamaraj University • 2000

Diploma in Advanced Computing

- CDAC, India • 2001

Awards

- Gem Award (Top 15 Contributors) • J&B Software
- Top 10 Project Managers (Retail Domain) • Tata Consultancy Services (2012)
- Multiple performance and excellence awards • J&B Software, Tata Consultancy Services

Interests

- Competitive badminton and indoor cricket
- Independent mobile app development (Android & iOS)
- Home automation and IoT

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