

# MD NAZMUL HASSAN

Director of Engineering | Principal Product Engineer | SaaS & AI Architect

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## Professional Summary

Senior engineering leader with **13+ years of experience** building and scaling **enterprise SaaS and AI-powered platforms**. Proven expertise in **Java, Spring Boot, Microservices, React, and Cloud-native architecture**, with hands-on leadership in **Generative AI, LLM orchestration, and enterprise automation**. Strong track record of translating business strategy into scalable technical systems, mentoring high-performing teams, and delivering secure, highly available products for global B2B and Fortune 500 clients.

## Core Skills & Technologies

**Backend:** Java, Spring Boot, Spring MVC, Microservices, REST APIs, Node.js, NestJS

**Frontend:** React, TypeScript, Chakra UI, AngularJS (legacy)

**Databases:** PostgreSQL, MySQL, Redis

**Cloud & DevOps:** AWS, Azure, Docker, CI/CD (Jenkins, GitHub Actions)

**Integration & Streaming:** Apache Kafka, ETL Pipelines, CRM Integrations

**Observability:** Prometheus, Grafana

**Generative AI:** OpenAI APIs, Azure OpenAI, LangGraph, LLM Workflow Orchestration, AI Gateways (Portkey)

**Architecture & Leadership:** System Design, Distributed Systems, Multi-tenant SaaS, RBAC, Agile, Team Mentoring

## Professional Experience

### DemandFarm Inc., Pune

Product Engineer → Principal Product Engineer → Director of Engineering

Aug 2013 – Present

- Architected and scaled **cloud-native, multi-tenant SaaS platforms** using Spring Boot, Docker, PostgreSQL, and AWS/Azure.
- Led end-to-end delivery of **enterprise CRM-agnostic solutions** used by global B2B organizations.

- Designed and implemented **event-driven microservices** using Apache Kafka for high-throughput integrations and asynchronous workflows.
  - Built and launched **enterprise-grade connectors** for Microsoft Dynamics 365, Zoho CRM, HubSpot CRM, and Outlook, supporting 20+ global clients.
  - Introduced centralized **monitoring and observability** with Prometheus and Grafana, improving system reliability and incident response.
  - Delivered **20+ custom enterprise implementations** and **10+ automation initiatives**, working closely with customer stakeholders.
  - Mentored and managed **10+ engineers**, conducting code reviews, architectural guidance, and performance coaching.
  - Played a key role in transforming early prototypes into **scalable standalone products**, including migration from legacy Spring MVC and AngularJS architectures.
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## Key Projects

### Kampanion AI – Generative AI Assistant for Key Account Management

**Role:** Architect & Engineering Lead

- Architected and led development of **Kampanion AI**, an LLM-powered assistant embedded within an enterprise Key Account Management SaaS platform.
- Designed **multi-step LLM workflows** using LangGraph to deliver contextual account insights, summaries, and actionable recommendations.
- Integrated OpenAI and Azure OpenAI models via **Portkey AI Gateway**, enabling centralized governance, observability, and cost control.
- Built secure, context-aware AI responses grounded in CRM and enterprise data with strict RBAC and auditability.
- Ensured compliance with **SOC 2 and ISO 27001** through data access controls, prompt isolation, and logging.
- Positioned Kampanion AI as a **core product differentiator**, accelerating DemandFarm's AI-led product roadmap.

### CRM Integration & Automation Platform

- Designed a scalable integration layer supporting Microsoft Dynamics 365, HubSpot, Zoho CRM, and Outlook.
- Implemented event-driven workflows using Apache Kafka for reliable sync, automation, and extensibility.
- Enabled faster enterprise onboarding through configurable mappings and reusable connectors.

### Enterprise Key Account Management Platform

- Built and scaled the KAM platform from early prototype to enterprise-grade SaaS.
  - Designed multi-tenant architecture, RBAC, and high-availability deployments.
  - Led frontend modernization using React and component-driven UI architecture.
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## Previous Experience

### Krishagni Solutions Pvt. Ltd., Pune

#### Java Developer

*Aug 2011 – Jul 2013*

- Contributed to **caTissue / OpenSpecimen**, a large-scale clinical and biospecimen data management system.
  - Worked on backend development, database modeling, and workflow-driven UI modules.
  - Tech stack included Java, Struts, relational databases, and DHTMLX.
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## Education

- **Master of Computer Applications (MCA)**, UDMS, Aurangabad – 2011
  - **Bachelor of Computer Applications (BCA)**, IPEC, Ghaziabad – 2008
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## Achievements & Highlights

- Delivered **enterprise SaaS platforms with 99.9% uptime**, serving Fortune 500 and global B2B clients.
  - Led and executed **20+ VAPT cycles**, ensuring SOC 2 and ISO 27001 compliance.
  - Implemented **security-first architecture and policies** aligned with ISO 27001 and SOC 2 standards.
  - Successfully launched Microsoft Dynamics 365 applications on **AppSource**, driving adoption and customer value.
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**Keywords:** Director of Engineering, Principal Engineer, SaaS Architect, Generative AI, LLM Applications, AI Copilot, Enterprise Software