

# Subhajit Baidya

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## PROFESSIONAL SUMMARY

3+ years building and optimizing production systems, including real-time support platforms and event-driven microservices, with a strong problem-solving mindset, proven communication skills, and a commitment to continuous improvement.

## SKILLS

**Programming languages:** Python, JavaScript (ES6+), TypeScript, Java, SQL

**Backend:** Node.js, Express.js, FastAPI, RESTful APIs, GraphQL, WebSockets

**Frontend:** React.js, Redux, Tailwind CSS, HTML5, CSS3

**Databases:** PostgreSQL, MongoDB, MySQL, Redis

**AI/ML:** LangChain, LangGraph, OpenAI, RAG, Chroma DB, FAISS, Streamlit, Pandas, NumPy, OpenCV

**DevOps & Tools:** Docker, Kubernetes, Git, GitHub Actions, CI/CD, Postman, Jest, Jira

## WORK EXPERIENCE

**Mphasis (HP project), Bangalore**

December 2021 - Present

### *Technical Solutions Engineer*

- Improved critical support system performance by 30% through systematic debugging and optimization of React UI, WebSocket/WebRTC connections, and GraphQL/REST API endpoints, resulting in reduced latency and improved user experience for 24/7 production environment supporting enterprise users.
- Debugged and resolved complex issues in Node.js and TypeScript backend services, including chat disconnection handling, real-time notification delivery, and recommendation engine logic. Optimized SQL queries and database indexing, reducing query execution time and overall system overhead.
- Developed proof-of-concept AI-powered automation tools using LangChain and LangGraph to streamline repetitive support workflows, eliminating manual effort and reducing operational overhead. Built REST API endpoints and bot integration layers for seamless deployment in production.
- Enhanced accuracy of SLA tracking by identifying and correcting defects in SLA calculation logic in real-time dashboards, enabling more reliable monitoring and timely escalation in 24/7 environments.
- Implemented object-oriented design principles and common design patterns during code refactoring initiatives. Improved code maintainability and readability through systematic refactoring of legacy TypeScript and Node.js codebases, reducing technical debt.
- Actively participated in Agile/Scrum ceremonies, code review processes, and canary release cycles. Collaborated with product, QA, and engineering teams during UAT testing and canary deployments, providing technical feedback that informed architectural decisions.

## PERSONAL PROJECTS

### **MindSpace** — *Full-Stack Mental Health and Wellness Platform*

- Architected an event-driven microservices ecosystem with 8+ independent services communicating via REST and GraphQL APIs, implementing polyglot persistence (PostgreSQL, MongoDB, Redis, ChromaDB) and Redis pub/sub for asynchronous event processing, which enabled independent deployments and horizontal scalability across all service layers.
- 🐙 [github.com/subhajitbaidya/MindSpace](https://github.com/subhajitbaidya/MindSpace)

### **Concurrent AI Customer Support System** — *Enterprise-Inspired POC*

- Engineered a concurrent AI support system using LangChain, LangGraph and Architected RAG pipeline with Chroma DB vector store and LangGraph state management.
- 🐙 <https://github.com/subhajitbaidya/support-chatbot>

## CERTIFICATES

- **SDE Essentials:** [drive.google.com/drive/folders/1wAwR8p7Ql0UoPvJnTpb1I2OZRbpGz2Y-?usp=sharing](https://drive.google.com/drive/folders/1wAwR8p7Ql0UoPvJnTpb1I2OZRbpGz2Y-?usp=sharing)
- **Hackerrank Javascript Certification:** [www.hackerrank.com/certificates/ed505594aab0](https://www.hackerrank.com/certificates/ed505594aab0)

## EDUCATION

### **Techno Engineering College**

July 2017 - August 2021

B.Tech in Computer Science and Engineering

**CGPA: 7.8/10**

Relevant Coursework: Java, Data Structures & Algorithms, Object-Oriented Programming, Operating Systems, Computer Networks, Version control, Database Management Systems