Raahel Baig

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Experience

Senior Software Engineer (AI) Oct 2025 – Present
Experian *Hyderabad, India*

- Own the backend and AI processing workflow for the Performance Lifecycle Hub, an internal platform serving Experian's 32,000 employees and enabling HR leaders and managers to assess employee goal quality across organizations, regions, and business units.
- Built an AI-driven goal analysis pipeline using Python, LangChain, and OpenAI to score performance goals against SMART and HPE frameworks, generate improvement guidance, and track score improvements.
- Redesigned the performance-goal synchronization pipeline from full paginated database scans to an incremental delta-based API, significantly reducing sync time while improving reliability and maintainability.
- Contribute across backend and platform engineering using TypeScript, Python, MongoDB, Terraform, Terramate, and Harness, including infrastructure-as-code and CI/CD workflows for internal enterprise applications.

SDE 2 (Lead AI Engineer) Nov 2024 – Oct 2025
Zotok.AI *Hyderabad, India*

- Architected and built a conversational AI system that replaced deterministic WhatsApp workflows with natural-language interactions and became the foundation for the company's shift toward an AI-agent product.
- Led development of a multi-agent platform using OpenAI, LangGraph, and LangChain, routing conversations across 5 specialized and user-configurable agents for thousands of businesses and tens of thousands of conversations.
- Built an agentic RAG pipeline for seller documents using OpenSearch embeddings, with memory, structured outputs, guardrails, evaluations, and LangSmith tracing.
- Designed and deployed the production LangGraph infrastructure end-to-end, running containerized agent services on AWS EC2 and owning the setup and operation of the agent runtime.

Backend Engineer (AWS) Feb 2023 – Nov 2024
elRED.io *Mumbai, India*

- Led AWS infrastructure, networking, security, and cloud cost optimization across all application environments as the company's sole DevOps engineer.
- Built scalable APIs with Node.js, TypeScript, MongoDB, and AWS for a professional networking platform.
- Migrated link-preview generation to AWS Lambda, reducing P99 latency from 8s to 600ms (92.5% reduction).

Backend Engineer (AWS) Aug 2021 – Dec 2022
Tata Consultancy Services *Hyderabad, India*

- Built Node.js AWS Lambda functions for passenger-facing services such as e-boarding passes and remembered passports, powering digital travel experiences for a mobile app with 1M+ downloads.
- Enhanced and maintained a service that mapped in-flight menus to flights and generated secure URLs, enabling a touchless menu experience for passengers.

Projects

Kramena | *Android, AWS, AI* | Google Play | Website 2026 – Present

- Built and launched Kramena, a reading app with daily episodes, spoiler-aware AI recaps, and character tracking.
- Built EPUB imports, highlights, notes, discussion rooms, and Google Play billing with RevenueCat.

Education

Gayatri Vidya Parishad College of Engineering (A) Visakhapatnam, AP
Bachelor of Technology in Computer Science and Engineering – 8.04 CGPA *2017 – 2021*

Technical Skills

Languages : TypeScript, JavaScript, Python
Backend : Node.js, Express.js, NestJS, REST APIs, Socket.io
AI / Agents : LangGraph, LangChain, OpenAI Agents SDK, LangSmith, LLM APIs, Agentic Workflows
Databases : MongoDB, DynamoDB, OpenSearch, Redis, MySQL, Amazon RDS
AWS : Lambda, API Gateway, EC2, S3, DynamoDB, RDS, CloudFront, Route 53, IAM, VPC, ALB, ASG
Infra & DevOps : Docker, Terraform, GitHub Actions, CodePipeline, CodeDeploy, Serverless, SAM
Testing & Observability : Jest, Supertest, Artillery, JMeter, New Relic
Tools : Codex, Claude Code, Vim, Neovim, Git, Linux, Postman, JIRA, Confluence