

Raghav K



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📍 Chennai

🌐 LinkedIn

👤 PROFILE

Having 8+ years of experience working at startups and companies with competitive environments on various backend technologies and multiple clouds.

🧠 SKILLS

- Ruby on Rails
- Node JS
- AWS
- Azure
- Java
- Docker
- EmberJS
- Kubernetes
- Python

🎓 EDUCATION

B.Tech Computer Science and Engineering
SASTRA University
2010 – 2014 | Thanjavur, India

💼 EXPERIENCE

Synergetics.ai (a) WebTiga Pvt Ltd

Senior Software Engineer

10/2024 – present | Bangalore, India

- **Designed and implemented a distributed workflow orchestration system** using **Kestra**, enabling seamless automation of complex workflows across distributed environments.
- **Developed multiple Kestra plugins** for **AWS SageMaker**, **XGBoost**, and **LangChain** (for OpenAI-compatible models), streamlining AI/ML workflow automation for stencils
- **Designed and Implementing a multi provider Conversational AI Solution** with **LLM providers**(OpenAI, Groq, Anthropic), **Telephony Providers** (Twilio, Vonage) and **Voice Providers**(Elevenlabs and Deepgram, Assembly AI).
- **Integrated Apache APISIX as the API gateway** after evaluating alternatives like OpenZiti, ensuring secure and scalable request routing for all services
- **Developed a robust licensing service** to prevent unauthorized instance boot-ups, enhancing system security and compliance while reducing licensing violations
- **Created a custom APISIX plugin** to validate license authenticity for all incoming requests, ensuring only licensed services could access the system and improving overall security posture.
- **Integrated AI-powered voice agents using fluents.ai** [🔗](#), enabling seamless outbound and inbound call capabilities to automate customer interactions

Optum Insights India Pvt Ltd [🔗](#)

Senior Software Engineer

05/2018 – 07/2022 | Chennai

- **Developed a form builder tool** which allows questions to be created dynamically and be added into the form immediately for them to be displayed in a Doctors Appointments scheduling product.
- **Designed and Implemented CERNER integration** to a Doctor Appointment Scheduling Product using Smart Apps on FHIR.
- **Dockerized an application and re-architected** them to be deployed on **multiple clouds** (AWS and Azure) using **Kubernetes** and setup the complete CI and CD (Jenkins)
- **Migrated an on-prem Data Warehouse from Oracle to AWS using Redshift** as the Data store and completely automated the Data Delivery pipeline using S3 as the input and output for the execution process and reduced the delivery time by 75%.

CERTIFICATES

Cisco Certified Network Associate

Certification ID : CSCO12414283

MICROSOFT Technology Associate - Web Development P Fundamentals

Certification ID : D702-1478

IBM Campus Ambassador

2013-2014

Diploma in LAN and WAN Technologies

RJP Infotek, Chennai

- **Automated an execution pipeline for data processing in Redshift** via AWS Step Functions, SNS and Lambda which sets up all the Databases, Tables and Views from scratch based on external tables with S3 as the data source on every execution whose triggers are automated using Jenkins and can be customized as required. This reduced the execution time from Oracle by 40%.
- **Have designed and architected** and migrated multiple applications to **multiple clouds** (AWS/Azure) using **Infrastructure as Code** (Terraform)
- **Have setup Jenkins CI/CD for multiple project** using declarative pipeline and have written multiple pipeline library code which are independent modules which act as framework code to be used by multiple teams for setting up their pipelines
- **Have provided technical mentorship** to my team for solidifying product reliability and adherence to quality standards.

Freshworks Inc.

Product Developer

06/2014 – 02/2018 | Chennai

- **Developed a SDK** which is a CLI and has a suite of frameworks to support Third Party Developers to write their own Apps which can be used to integrate them into Freshdesk and its suite of applications.
- **Freshdesk Developer Extension** - (Chrome Extension) that works conjointly with the Freshdesk SDK to test the developed Apps in local machine for Third Party Developers, available on Chrome Store. (now deprecated)
- **Designed and Implemented a Multi product and multi asset REST API** for Freshdesk App Marketplace using microservices architecture, A total of 7 services working together for Listing, Publishing and Consuming the Freshdesk Marketplace Apps with an API First Design.
- **Automated deployments using Chef for Rails and NodeJS** applications for Microservices Architecture.
- **Automated Creation/Maintenance of AWS OpsWorks** Stacks using Cloudformation.

PROJECTS

Performance Analysis of Routing Protocols in Wireless Sensor Networks such as AODV, DSDV and DSR when implemented with Random Waypoint Mobility Model - TCL and NS2

Symposium Management