

RAGHAV JAJODIA

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PROFESSIONAL SUMMARY

Staff Software Engineer with 9+ years of experience architecting and scaling cloud-native microservices for SaaS platforms serving millions of users. Demonstrated expertise in driving 60%+ performance improvements, reducing infrastructure costs by \$40K+ annually, and leading technical initiatives across multiple engineering teams. Proven track record in AI/ML integration, event-driven architectures, and delivering high-impact features that accelerate business growth.

WORK EXPERIENCE

Staff Software Engineer

KnowBe4 | May 2023 - Present

- Architected serverless microservices for SecurityCoach and AI-driven products, supporting 10M+ monthly API requests with 99.95% uptime while reducing infrastructure costs by \$40K annually through Lambda optimization and auto-scaling strategies
- Led engineering initiatives across different teams (12+ engineers) to deliver KSAT and RiskScore features, contributing to 25% YoY sales growth through strategic feature prioritization and technical roadmap delivery
- Achieved 60% reduction in API latency (p95: 2.5s → 1s) through code refactoring, database query optimization, and ElastiCache implementation, improving user retention by 15% for 50K+ daily active users
- Integrated LLM and VectorDB capabilities using AWS Bedrock and PGVector, enabling AI-powered security training recommendations that increased training completion rates by 30%

Technologies: Python, Svelte, React.js, LLMs, VectorDB, Terraform, Docker, AWS (Lambda, DynamoDB, RDS, ElasticSearch, ElastiCache, EMR, StepFunctions, Kinesis, EventBridge, Glue, SQS, SNS, Athena, Sagemaker, Bedrock)

Software Engineer II

EPAM Systems (Client: Goldman Sachs) | July 2020 - December 2022

- Designed and implemented Marcus Consumer Banking Platform for US deposits vertical, processing \$500M+ in daily transactions with zero downtime during peak periods, serving 2M+ active customers
- Delivered event-driven ACH (ODFI/RDFI) and Wire transfer workflows using Kafka, handling 100K+ daily transactions with sub-second processing latency and ensuring PCI-DSS compliance
- Spearheaded Overdraft Protection and Agent Exception Reviews features, contributing to 40% increase in customer satisfaction scores and reducing support ticket volume by 25%
- Mentored 3 junior engineers on distributed systems best practices, code review standards, and architectural decision-making, with 2 promoted to mid-level roles

Technologies: Java, Python, Kafka, Redis, MongoDB, PostgreSQL, React.js, Cassandra, ElasticSearch

Software Engineer II

Synup | May 2019 - June 2020

- Architected multi-tenant SaaS platform features serving 5,000+ enterprise customers across 150+ countries, achieving 99.9% uptime SLA and supporting 20M+ monthly API calls

- Optimized GraphQL query performance by 70% through dataloader implementation and database indexing, reducing average response time from 3s to 900ms for complex nested queries
- Implemented Neo4j graph database solution for location relationship mapping, enabling real-time reputation insights and contributing to 35% increase in customer retention

Technologies: Ruby on Rails, Node.js, React.js, GraphQL, PostgreSQL, Neo4j, Redis, ElasticSearch, Docker, K8S, AWS (EC2, ECS, EKS, Lambda, Neptune)

Software Engineer

Perpule (acquired by Amazon) | September 2017 - April 2019

- Architected and scaled subscription and self-checkout applications for India's largest hypermarkets (Future Group, Big Bazaar), processing 50K+ daily transactions across 200+ retail locations
- Built real-time inventory synchronization system using Kafka, reducing stock discrepancies by 80% and improving checkout accuracy from 92% to 99.5%
- Played pivotal role in product development that led to Amazon acquisition in 2019, delivering features 2 weeks ahead of schedule consistently for 6 consecutive quarters

Technologies: Java, Python, React.js, React Native, Google Cloud Platform, PostgreSQL, MongoDB, Node.js

ENTREPRENEURIAL EXPERIENCE

Co-Founder

UnivInks | May 2015 - May 2016

- Launched Ed-Tech SaaS platform achieving 500+ signups within first week and growing to 3,000+ active users within 3 months, generating \$5K in initial revenue via adsense
- Spearheaded full-stack architecture and implementation, recognized as Semi-Finalist at Eureka 2015 (IIT Bombay), Asia's largest B-Plan competition with 9,000+ applicants
- Built scalable backend serving 50K+ monthly page views using serverless architecture, reducing operational costs by 60% compared to traditional EC2 hosting

TECHNICAL LEADERSHIP & IMPACT

- Published research in Molecular Systems Biology (MSB-19-9310RR) on large-scale survey and database of high-affinity ligands, cited by 10+ academic papers
- Mentored Google Summer of Code 2018 participants under NRNB (University of Toronto) and Google Code-In 2017 under Zulip, guiding 5+ students to successful project completions
- Contributed 100+ commits to major open source projects including Zulip, Wikipedia, FOSSASIA, OWASP, Linux Foundation, and KDE
- Grand Prize Winner at FOSSASIA CodeHeat 2017 in Singapore and Winner of UNESCO Global Hackathon, recognized for technical excellence and innovation

NOTABLE INTERNSHIPS & OPEN SOURCE

Google Summer of Code 2017

- Added PSIMI-TAB format support to Disease Variant Impact (DV-IMPACT) Database, selected as featured project for 2017
- Improved database query performance by 50% through indexing strategy and schema optimization

OWASP Code Sprint 2017

- Developed Bugheist Django application features, resulting in 300% increase in platform users and 45% improvement in user retention rate

EDUCATION

Bachelor of Technology | Indian Institute of Engineering Science and Technology, Shibpur | 2013-2017 | **CGPA: 7.62/10**

Class XII | Hem Sheela Model School, Durgapur | 2011-2013 | **90%**

CERTIFICATIONS

- AWS Certified Cloud Practitioner (Amazon Web Services)
- React 16 - The Complete Guide (Udemy)
- Google Cloud Platform Fundamentals: Core Infrastructure (Coursera)
- Docker and Kubernetes - The Complete Guide (Udemy)

AWARDS & HONORS

- Grand Prize Winner, FOSSASIA CodeHeat 2017 (Singapore)
- Delegate at Harvard Project for Asian and International Relations 2018 (Malaysia)
- Winner, UNESCO Global Hackathon (Singapore)
- Semi-Finalist, Eureka 2015 (IIT Bombay) - Asia's largest B-Plan Competition with 9,000+ applicants
- Competitive scholarship recipient for HPAIR 2018 (Kuala Lumpur)
- FOSS Diversity scholarship for KubeCon 2018 and OpenSourceSummit 2019

INTERESTS

Travel: Visited 20+ countries across Asia, Middle East, and North America

Music: Playing string instruments (Guitar, Ukulele)

Finance: Equity research and portfolio management, active investor for over 10 years