

Naveen Pandurangi

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Summary

Full-stack developer (~7 years) who ships clean, maintainable code in fast-moving teams. I own web apps end to end architecture, UX polish, and release quality while going deep into backend services and infrastructure when needed. Currently at Kim.cc leading the engineering of an AI-powered customer support platform, building everything from helpdesk data ingestion pipelines and a knowledge mining engine to graph-based AI orchestration and full infra modernisation on AWS.

Skills

Front-End: React, Next.js, TypeScript, Redux, Jotai, Zustand, HTML, CSS, JavaScript, React Native

Back-End: Node.js, Express, Django, Flask, FastAPI, Python (tooling/CLI), Elasticsearch, Kafka, Redis, Microservices, REST API

AI/ML Infra: LLM orchestration, RAG pipelines, graph-based workflow engines, AI observability (Langfuse)

Cloud/DevOps: AWS (ECS, Fargate, VPC, RDS), GCP, Vercel, Docker, New Relic, Grafana

Testing/Quality: Jest, React Testing Library, Storybook, Feature Flags, Posthog, A/B testing

Experience

SDE 2 - Full-stack Engineer

KIM.CC, Bengaluru, India

November 2025 - Present

- Built an AI platform for ingesting and processing data from multiple helpdesk systems including Gorgias, Zoho Desk, and others, enabling unified customer support intelligence.
- Migrated the entire backend infrastructure from legacy PM2-managed EC2 servers to fully Dockerised ECS deployments, improving reliability, scalability, and deployment velocity.
- Architected and built the Knowledge Mining Engine a pipeline that reads past customer support tickets and generates Standard Operating Procedures (SOPs) to automate AI implementation for e-commerce clients.
- Led SOC 2 compliance efforts on the cloud platform, migrating databases and services from public to private subnets and hardening server access controls.
- Built a comprehensive alerting system across all servers and services using New Relic for infrastructure monitoring and Langfuse for AI observability.
- Designed and implemented a graph-based workflow system for the AI orchestration engine, enabling flexible, auditable automation flows.

SDE 2 - Full-stack Engineer

INFERLESS, Bengaluru, India

June 2023 - November 2025

- Primary owner for the Inferless Console frontend.
- Took it from Pilot to MVP to GA.
- Set up architecture, state management, build/release flow, and a lightweight design system.
- Helped convert Product Hunt feedback into iterative UX/DX improvements.
- Authored the Python CLI used to deploy models, test locally with Inferless managed environments.
- Focused on clear commands, errors, and docs so developers can self-serve.
- Built internal tools that made shipping safer.
- A publish workflow for new models and a load-testing harness that generates latency/throughput/error-rate/cold-start metrics with simple dashboards.
- Contributed on the backend (auth, projects, model lifecycle, jobs/queues) to unlock onboarding features.

Senior Software Engineer

Airtel Digital, Bengaluru, India

February 2021 - June 2023

- Reduced the 80% cost of Responding to customer query by developing Customer Experience Management Platform for Airtel Business to deliver human experiences to every customer across Email/Social channels. Our agents listen to, route, engage with, analyze conversations, and provide support.
- Revamped a multi-tenant platform across performance, state management, and security.
- Built a rules/workflow builder that increased configurability
- Created a reusable CRUD module that standardized patterns and reduced repetitive work across teams.
- Paired closely with design, QA, and PM; owned releases and quality gates with instrumentation on latency and error rate.

Associate Software Engineer

Betaflux, Bengaluru, India

November 2019 - February 2021

- Implemented POS modules for APAC (React + Node.js on Cloud Functions) using microservice patterns.
- Built a full-stack tour management platform that allows operators to create and customize tour packages while customers can search, filter, and book trips.
- Worked on React web + React Native app using Jitsi for live, interactive influencer sessions.

Software Engineer Trainee

Tarento Group, Bengaluru, India

June 2019 - November 2019

- Built a React + Spring Boot HR/ops platform (leave, hours, salary deductions, analytics) with Kafka pipelines, Redis caching, and Elasticsearch storage
- Built a data visualisation dashboard for a fitness app that tracks fitness related challenges and activities among corporate employees and teams.
- Built the data export module for an Angular powered HR management web app

Personal Projects

Tulr.io

All-in-one workflow platform replacing tools like Airtable, Calendly, Typeform, and Loom. Enabled users to seamlessly integrate videos, tables, forms, and calendars into a unified interface with powerful automation. Designed to empower non-technical users to create custom applications such as applicant tracking systems, email marketing workflows, and video-based pitches with minimal setup.

Cyclops Editor

Built an open-source editor on top of DraftJS with custom plugins (table, mentions, etc..) support

Awards and Honors

The Highflier Award, for exceptional contribution and outstanding performance

Airtel, 2022

Education

B.Eng in Computer Science

VKIT, Visvesvaraya Technological University

Bengaluru

2015 - 2019