

NIRAV GONDALIYA

Forward Deployed Engineer · AI Solutions & Delivery

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SUMMARY

Engineer with 7+ years embedding with customers to turn ambiguous business problems into shipped production systems. I work where the customer is — running requirement discovery with stakeholders, prototyping solutions live with their teams, and owning the deployment end to end. Most recently focused on putting AI/LLM systems into production: MCP servers and clients, agent loops, multi-LLM routing, and RAG on a TypeScript / Node.js / React / AWS stack. Delivered for customers across India, the US, and the UK; acted as the primary technical bridge to enterprise C-suite stakeholders; mentored 8 engineers. Author of two open-source MCP servers on npm and a contributor to Google Lighthouse.

CORE SKILLS

Customer & Delivery: Requirement discovery & scoping, live solutioning with customer teams, stakeholder management (C-suite ↔ engineering), technical pre-sales support, production deployment, monitoring & incident response, mentoring

AI / LLM Infrastructure: MCP servers & clients, agent loops, multi-LLM routing, RAG, on-device / local LLMs, OpenAI & Anthropic APIs, LangChain, vector databases, prompt engineering

Languages: TypeScript, JavaScript (ES6+), Python, SQL

Frontend: React, Next.js (App Router), Redux, Tailwind CSS, Angular, GraphQL

Backend: Node.js, Express, NestJS, REST APIs, WebRTC, Webhooks, OAuth 2.0, microservices, event-driven & serverless architecture

Data: PostgreSQL, MongoDB, MySQL, Redis, DynamoDB, Aurora, data warehousing, rate-limiting & backpressure

Cloud & DevOps: AWS (Lambda, API Gateway, CloudFormation, EC2, S3, SQS, Route 53, CloudWatch), Docker, CI/CD, GitHub Actions, infrastructure-as-code, multi-tenant provisioning

EXPERIENCE

Senior Software Engineer · Ratnam Solutions — *Remote, India* Sep 2022 – Apr 2026

- Embedded as technical lead for a multinational QSR customer (India + Indonesia): ran requirement breakdown directly with their executives and shipped a real-time B2B analytics platform processing 5M+ data points/day into the dashboards (SSSG, ADS, ADT) their C-suite runs on — replacing manual reporting and saving them 5–10 hours/week.
- Acted as the primary technical liaison between customer stakeholders and engineering — translating business requirements into scoped work and distributing tasks across a 4-engineer team.
- Architected the Node.js / MongoDB / Redis ingestion and data-warehousing pipeline behind the platform, cutting data-transfer latency ~40% across distributed franchise sources.
- Owned production deployment, monitoring, and incident response on AWS (EC2, S3, CloudWatch) for the live customer system.
- Introduced AI-assisted development (Cursor, Claude Code) into the team's workflow, cutting feature delivery time on greenfield modules ~30%.

Independent Consultant · Shivay Infotech — *Remote, alongside full-time* 2023 – Present

- Scoped and delivered custom systems for clients end to end, from first call to production.
- Built Consult Doctor — a telehealth platform with WebRTC video consultations, Razorpay payments, and digital prescription workflows.
- Built Elios GenAI Suite — an OpenAI-powered application spanning image generation, video processing, TTS/STT, résumé generation, and Google OAuth.
- Mentored 8 junior engineers in full-stack development, system design, and code review.

Software Engineer · Techniverse Software Consulting — *Rajkot, India* Jan 2022 – Aug 2022

- Designed and deployed serverless infrastructure (AWS Lambda, API Gateway, CloudFormation) for enterprise SaaS clients — cutting infrastructure cost ~35% vs. an equivalent EC2-based architecture.
- Built React frontends on serverless backends, owning features end to end from API design to UI.

- Implemented infrastructure-as-code with CloudFormation, reducing new-environment provisioning from days to hours.

Software Engineer · Soft 'n' Web — *Rajkot, India*

Jun 2021 – Oct 2021

- Delivered conversational-AI features with Google Dialogflow and Firebase Functions, scaling to thousands of daily user interactions.

Software Engineer · WebCodeGenie Technology — *Ahmedabad, India*

Jan 2019 – May 2021

- Promoted from intern to developer within 6 months on shipping velocity and code quality.
- Built production CRM, ERP, lead-management, and financial-loan systems for mid-market clients across India (Node.js, Angular, MongoDB, MySQL).

SELECTED PROJECTS

Auto-Provisioning Lead Funnel — *Node.js, AWS SDK, Route 53, IaC*

Funnel that programmatically spins up an isolated AWS instance of the product on its own subdomain per client — new tenant, DNS, and database provisioned automatically.

Multi-Store Retail ERP / CRM / PM — *Next.js, Node.js, PostgreSQL, RBAC*

Single platform unifying ERP, CRM, and project management for a multi-store retail chain, with role-based access control down to the field level across owners, managers, cashiers, and accountants.

Resilient API → SQL Ingestion Pipeline — *Node.js, SQL, queueing*

High-volume ingestion pipeline with adaptive rate-limiting, backoff, and queue-based backpressure to protect a fragile upstream API while guaranteeing reliable delivery into SQL.

OPEN SOURCE

- **phonepe-mcp** — github.com/nirav-gondaliya/phonepe-mcp — Unofficial MCP server for PhonePe's Payments API (payment, status, refund, webhook verification) with automatic OAuth token caching/refresh. TypeScript, MCP SDK.
- **upi-mcp** — github.com/nirav-gondaliya/upi-mcp · npm: `upi-mcp` — Offline MCP server to generate and parse UPI payment links and QR codes, no API keys required. Strict TypeScript, tested with Vitest.
- **upi-agent** — github.com/nirav-gondaliya/upi-agent — From-scratch AI agent (no framework) acting as an MCP client that drives upi-mcp tools through an autonomous agent loop. TypeScript, Groq.
- **Google Lighthouse** — authored a merged pull request to the official repository, the web-performance auditing tool built into Chrome DevTools.

EDUCATION

Bachelor of Computer Applications (BCA) — Marwadi University