

# Niraj Kumar

Senior Software Engineer | AI Developer

✉ niraj411k@gmail.com    ☎ +64 22 064 5177    📍 Wellington, New Zealand

🌐 <https://linkedin.com/in/niraj11k>    🌐 <https://prompt-genie.in/ai-tools>

## PROFESSIONAL SUMMARY

Accomplished Senior Software Engineer with 15+ years experience delivering enterprise-scale solutions across government and global consultancies. Recognised for architecting disaster recovery systems, automating reporting pipelines, and fortifying platforms to enhance efficiency, resilience, and reliability.

A passionate mentor and community leader, currently coaching developers on AI-driven tools developments and LLM/NLP as a Circle Lead at Product Foundry. Dedicated to driving DevOps maturity and leveraging automation to achieve measurable business outcomes.

## KEY ACHIEVEMENTS

- Architected and deployed a fault-tolerant **disaster recovery system** for MSD, reducing downtime risk by **90%** and ensuring business continuity.
- Automated reporting using API integrations, saving cross-functional teams **10+ hours weekly** and improving reporting accuracy.
- **Led enterprise-wide** security hardening, achieving **100% compliance** with modern vulnerability standards.
- Designed and developed custom Azure B2C templates using HTML, CSS, and JavaScript following **WCAG 2.1** for seamless user experiences.
- Mentored developers on AI-driven automation and modern coding practices; coached non-technical staff on using AI tools to boost productivity.

## AREAS OF EXPERTISE

- **Software Engineering & Architecture:** Python, FastAPI, JavaScript, React, Node.js, PERL, Java
- **Automation & Process Optimisation:** API Integration, Workflow Automation, Reporting Pipelines, CI/CD
- **Cloud & Infrastructure:** AWS, Serverless Architectures
- **Content Management & Platforms:** OpenText TeamSite (SME), Web CMS, SilverStripe, Drupal
- **Security & Compliance:** vulnerability Management, Security Patching, Platform Hardening
- **Leadership & Collaboration:** Product Foundry Circle Lead, Team Mentoring, Stakeholder Engagement, Vendor Engagement, Agile Delivery

## PROFESSIONAL EXPERIENCE

Ministry of Social Development (MSD)

2019 – Present

### Senior Developer

Lead developer for **OpenText TeamSite CMS**, managing upgrades, automation, and platform security for public-facing government services.

WebDeveloper for updating **Azure B2C** response to accessible **WCAG2.1** compatible webpages for better user experience

Accomplishments:

- Upgraded CMS platform and **refactored legacy code**, enhancing performance and security.
- Configured application-side dependencies for a GDS Oracle RAC migration with **zero downtime**.
- Developed and executed a script to automate the migration of third-party archived content.
- Conducted a license audit and provided recommendations to the delivery manager, resulting in a reduction of project operational costs.
- Built reporting tools and scripts to **reduce manual tasks** and **increase operational efficiency**.
- Developed scripts to automate repetitive tasks, reducing manual errors and increasing operational efficiency.
- Programmatically updated website metadata via script, improving search engine optimization and saving significant manual effort.

ITC Infotech, India

2019

### Solution Architect

Designed a serverless GoLang-based backend, enabling scalable service delivery for a client. Established automated technical documentation practices, reducing onboarding times and improving platform maintainability.

#### Accomplishments:

- Authored and presented a comprehensive technical resource plan, outlining key personnel and technology stacks required for project initiation.
- Conducted a technical risk and cost-benefit analysis, providing data-driven recommendations to the delivery manager to inform project setup and budget allocation.
- Collaborated with HR to define technical skill requirements and build a talent pipeline, ensuring project teams had the necessary expertise.
- Led technical interviews and assessments to select qualified internal and external candidates for project-specific roles.
- Created and maintained technical documentation and architectural blueprints, ensuring clear communication and alignment across all project stakeholders and the client.

Global Consulting Firms (Llyods Bank, Capgemini, StarAlliance, TCS)

2011-2019

### OpenText Specialist/ Technical Lead

- Delivered large-scale content management solutions for enterprise clients across multiple regions.
- Led a **CMS migration** for a Fortune 500 financial client, **improving content delivery speed by 20%**.
- Acted as OpenText SME for complex **deployments, ensuring security**, compliance, and high availability.
- Partnered with architects and cross-functional teams to deliver integrated, scalable solutions.

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## CONTINUOUS LEARNING & PERSONAL PROJECTS

- **GenAI & Serverless Development:** Building an AI-powered serverless app using **FastAPI** and **LLM integrations** to automate data-driven insights.
- **Chatbot Development:** Building AI powered chatbot using LLM, RAG and Vector database.
- **Product Foundry Circle Lead:** Facilitating workshops to **mentor developers**, share AI best practices, and foster community-driven technical growth.

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### EDUCATION

Bachelor of Information Technology  
GIET University, India(2006 - 2010)

### TRAINING & CERTIFICATION

- ITIL Foundation
- AWS Practioner
- AI Tools workshop
- Agile SAFe