Puneeth Raj

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Experience

Tech Mahindra Jun 2026 - Present

Systems & Support Operations Engineer (Salesforce Contractor) *Hyderabad, Telangana*

- Maintained 99%+ SLA uptime across enterprise Salesforce Cloud environments by diagnosing distributed Apex triggers, Lightning Web Components (LWC), and optimizing SOQL/SOSL queries to eliminate governor limit exceptions.
- Reduced Mean Time to Resolution (MTTR) by 25% for enterprise incidents by troubleshooting distributed REST and SOAP API integrations, webhooks, and asynchronous queues using Chrome DevTools, Postman, and log telemetry.
- Hardened identity and access posture by auditing enterprise IAM controls, SAML 2.0 SSO, OAuth 2.0 token flows, TLS/SSL certificates, and resolving high-priority Role-Based Access Control (RBAC) permission escalations.
- Cut deployment validation overhead by architecting Python and LLM automation pipelines to parse runtime debug logs and audit metadata before Sandbox-to-Production CI/CD releases.

Genpact Oct 2025 - May 2026

Systems & Support Operations Engineer (Meta Contractor) *Hyderabad, Telangana*

- Sustained high-availability SLA turnaround targets across Meta enterprise operations by diagnosing production application defects, API synchronization bottlenecks, and security access escalations.
- Mitigated platform vulnerability risks by investigating security, bot traffic anomalies, and policy compliance incidents across high-volume account endpoints to enforce platform integrity standards.
- Eliminated recurring production defects by executing cross-stack Root Cause Analysis (RCA) using SQL queries, operational telemetry dashboards, and partnering with core engineering teams via Jira.

Projects

Job Lifecycle Management Platform (Open-Source) | *Next.js, TypeScript, Fastify, Prisma, PostgreSQL, Docker* 2026

- Architected a containerized full-stack platform using React, Next.js, and Fastify REST APIs, reducing database response latency by designing indexed PostgreSQL schemas with Prisma ORM.
- Enforced multi-tenant security and zero-downtime delivery by implementing JWT and OAuth 2.0 authentication, granular RBAC policies, Docker multi-stage containerization, and GitHub Actions CI/CD workflows.

Figma-to-React AI Code Generator | *React, TypeScript, Node.js, Gemini API* Dec 2024 - Aug 2025

- Accelerated frontend scaffolding velocity by developing a developer tool in Node.js and TypeScript that parses Figma REST API node trees and prompts Google Gemini AI to synthesize modular, typed React components with live preview.

Smart Disease Prediction & Drug Recommendation System | *Python, BERT, TensorFlow, FastAPI, React* Jan 2024 - May 2025

- Delivered real-time clinical symptom classification and drug recommendation by fine-tuning BERT transformer models and sentiment classifiers in TensorFlow, serving low-latency inferences via asynchronous FastAPI microservices to a React web UI.

Real-Time Emotion Detection & Client Web Portals | *Python, OpenCV, CNNs, Next.js, React* Nov 2024 - Mar 2026

- Achieved real-time per-frame facial emotion and demographic inference by deploying a Convolutional Neural Network (CNN) computer vision pipeline with OpenCV DNN, streaming live video classifications to responsive Next.js and React client dashboards.

Technical Skills

Languages & Scripting: Python, TypeScript, JavaScript (ES6+), SQL, SOQL, Bash/Shell, C

Full-Stack & Backend: React, Next.js, Node.js, FastAPI, Fastify, Flask, RESTful APIs, Microservices, HTML5, CSS3

AI/ML & Data Systems: PyTorch, TensorFlow, Hugging Face (BERT), OpenCV, CNNs, LLM Orchestration (Gemini, Claude), Pandas, Scikit-learn

Cloud & DevOps: Docker, Kubernetes, Linux (systemd), CI/CD (GitHub Actions), Terraform, AWS, GCP, Nginx, Telemetry Logs

Databases & Security: PostgreSQL, Prisma ORM, MongoDB, Redis, Kafka, IAM, OAuth 2.0, SAML 2.0 SSO, JWT, RBAC, TLS/SSL

Education

Guru Nanak Institute of Technology 2021 - 2025

Bachelor of Technology in Artificial Intelligence and Data Science *Hyderabad, Telangana*

Leadership & Activities

Google Developer Student Clubs (GDSC) 2021 - 2025

Cloud & DevOps Community Member *Hyderabad, Telangana*

- Mentored 100+ student developers in cloud infrastructure and deployment workflows by facilitating hands-on Linux, Docker, and CI/CD labs and contributing to collaborative open-source campus projects.