

# DAIM ZAHOOR

Software Engineer - Generative AI & Fullstack

devdaim@proton.me • +91 78895 57560 • github.com/devdaim6 • github.com/daim-zahoor • neuralnodes.space • daim.is-a.dev • linkedin

## SUMMARY

Fullstack + AI Engineer with 2 years of industry experience shipping production-grade systems. Founder of **NeuralNodes.space** — an enterprise AI customer support SaaS with RAG pipelines, multi-provider LLM integration (Groq, OpenAI, Anthropic). Proven end-to-end ownership across distributed backends, modern frontend, and agentic AI systems. Actively leverage AI coding tools (Claude Code, Cursor) in daily workflow to maximise output. Passionate about building products that sit at the intersection of great engineering and real-world AI.

## PROFESSIONAL EXPERIENCE

### Kayana — Ordering and Payment Solutions | Fullstack Developer

On-Site Jan 2025 – Present

- Architected event-driven automated reporting system across 3 microservices (batch-processor, report-service, notification-service) using Kafka (3-node SASL\_SSL cluster), supporting **14 report types** (PDF/CSV/Excel) with timezone-aware, DST-safe scheduling delivered to **100+ restaurant properties** on configurable daily/weekly/monthly triggers
- Engineered fault-tolerant report generation pipeline with format-level isolation, partial success handling, 5-retry exponential backoff, and optimistic locking for duplicate prevention — achieving **99%+ delivery reliability** within a 10-minute SLA across all tenants
- Optimised production JVM batch service by eliminating excessive per-iteration object allocation, reducing memory consumption **from 12 GB to 4 GB** and CPU utilisation by **50%**, while integrating Redis caching and tuning JPA/Hibernate queries to cut API turnaround time by **30%** with a <2% defect rate
- Designed fault-tolerant payment infrastructure on Spring Boot microservices — implementing RBAC, encrypted PIN operations (PCI-DSS compliant), cross-border Stripe/Adyen integrations, and a Kafka/RabbitMQ orchestration pipeline ensuring idempotent, horizontally scalable transaction processing across distributed nodes

### Ferdous & Associates | Junior Software Engineer

Hybrid Mar 2024 – Dec 2024

- Led a team of 4 developers to deliver a full-featured tax management product on the MERN stack, shipped on schedule with zero critical post-launch defects
- Built centralised customer tax credential management and automated tax-notice tracking, reducing manual processing time by **60%**
- Integrated GST APIs and Razorpay for end-to-end payment, refund, and invoice workflows handling **500+ transactions/month**
- Deployed and managed application on a self-hosted VPS with a Mail-in-a-Box mail server configured for custom-domain transactional email

### Mobiurja Pvt. Ltd. | React & Node.js Developer

Remote Jul 2023 – Feb 2024

- Migrated legacy PHP application “Upaay” to MERN stack, improving page-load performance by **45%** and eliminating recurring maintenance overhead
- Built RESTful backend APIs and admin dashboard used daily by government employees, sustaining **99.9% uptime**
- Implemented Redis caching layer that reduced database load by **35%** and improved overall application responsiveness

## PROJECTS

### NeuralNodes.space — Enterprise AI Customer Support SaaS (Founder)

- Founded and architected an enterprise-grade white-label AI SaaS with multi-tenant data isolation (PostgreSQL + Redis), serving businesses across Web, WhatsApp, Telegram & Email using FastAPI (Python 3.13) and Next.js 16
- Engineered end-to-end RAG pipeline integrating Groq API (LLaMA-3.3-70b), sentence-transformers embeddings, and Upstash Vector DB, achieving **85% answer accuracy** on domain-specific queries with multi-provider fallback (OpenAI, Anthropic)
- Shipped **agentic AI workflows** for lead intelligence: sentiment analysis, intent detection, behavioural scoring, and auto-escalation achieving **92% frustration-detection accuracy** and increasing qualified lead conversion by **40%**
- Built real-time Unified Inbox via Ably/Pusher WebSockets aggregating all channels, plus native iOS (Swift/SwiftUI) & Android (Kotlin/Jetpack Compose) SDKs with APNs/FCM push notifications

### SMSyou — Multi-Tenant SMS SaaS (Fullstack Freelance Developer)

- Sole developer on a full-stack freelance engagement — designed and shipped the entire product from scratch: marketing website, customer-facing storefront, cart & ordering system, and a comprehensive Admin Panel with real-time order tracking and audit logging

- Engineered cross-border payment infrastructure integrating Flutterwave v3 across 4 currencies (ZMW/USD/EUR/GBP) with idempotent transaction processing, coupon/discount engine, automated refund workflows, and real-time webhook synchronisation for zero payment-state drift
- Architected multi-tenant backend using Next.js 15 with feature flags, Redis-based rate limiting, and GDPR-compliant data export/deletion pipelines ensuring enterprise-grade security and regulatory compliance
- Designed serverless-optimised PostgreSQL schema with soft-delete patterns, multi-currency support, and strategic indexing on `user_id`, `status` & temporal columns, cutting query latency by **40%**

## TECHNICAL SKILLS

---

<b>AI / ML</b>	RAG Pipelines, Agentic Workflows, LLM Integration, Prompt Engineering, Groq (LLaMA-3.3-70b), Anthropic Claude, Sentence-Transformers, Upstash Vector DB, LangChain
<b>Languages</b>	Python (FastAPI, asyncio), TypeScript, JavaScript (ES6+), Java (17/21/24 GraalVM), SQL
<b>Frontend</b>	Next.js 16, React 19, Zustand, TanStack Query, Tailwind CSS 4, shadcn/ui, Radix UI, React Native
<b>Backend</b>	FastAPI, Spring Boot 3.x, Node.js, REST APIs, GraphQL, Microservices Architecture, Hibernate/JPA
<b>Databases</b>	PostgreSQL, MySQL, MongoDB, Redis, Upstash Vector, asyncpg
<b>Infra/DevOps</b>	Docker, Kubernetes (basics), Nginx, AWS, Vercel, GitHub Actions, CI/CD, Kafka, RabbitMQ
<b>Mobile</b>	iOS (Swift/SwiftUI), Android (Kotlin/Jetpack Compose), APNs, FCM, Aply SDK
<b>CS Fundamentals</b>	Distributed Systems, System Design, DSA, Concurrency, Caching, Event-Driven Architecture, OOP, Scalability

## EDUCATION

---

**Bachelor of Technology in Computer Science & Engineering**

**Dec 2021 – Aug 2025**

Central University of Kashmir, Ganderbal, India

## CERTIFICATIONS

---

<b>Claude Code in Action</b> — Anthropic	<a href="#">Verify credential</a>	May 2026
<b>Full Stack Web Development</b> — Amazon / Coursera	<a href="#">Verify credential</a>	May 2026