Pritam Ghosh

Full Stack & GenAI Engineer | Software Engineer II at Nykaa

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SUMMARY

Full Stack & GenAI Engineer with 5+ years building production systems across GenAI, voice AI, e-commerce, and SaaS. Currently Software Engineer II at Nykaa on SuperStore (B2B commerce) — shipped production voice bots, WebRTC/WebSocket UI-sync orchestrators, and a unified agent evaluation platform. Core: TypeScript, React/Next.js, Node.js/Nest.js, Go, Python, LangGraph, OTel. Experienced in owning delivery end to end.

WORK EXPERIENCES

Software Engineer II — Jan 2026 – Present

Nykaa E-Retail Limited — Bengaluru, KA, India

Full stack engineering for **SuperStore** (B2B commerce) and **Disha** (retailer BDE tool) — GenAI, voice-first features, and hybrid Android delivery at scale.

- Shipped three production AI features: a GenAI chatbot (JSON embeddings, 40% accuracy gain, 95% test coverage), an auditable voice bot (PyCAT, LangGraph, OTel tracing, multi-layer guardrails, safe tool execution), and a voice-first orchestrator (Gemini Live) syncing screen UI via WebSockets.
- Built a unified Agent Evaluation Platform simulating and scoring chat/voice agents under custom user profiles, equipped with anomaly detection (conversation loops/latency) and prompt versioning.
- Scaled hybrid Android experience via Next.js WebView — enabled camera, notifications, and file access at 99.9% uptime.
- Established feature flag and A/B testing infrastructure across both products, enabling controlled rollouts and trimming hotfix deploys by 40%.
- **Stack:** TypeScript, React, Next.js, LangGraph, Gemini Live, PyCAT, WebSockets, OpenTelemetry, JSON embeddings, Python, Node.js, Vitest, Android WebView, AWS

Senior Full Stack Developer — Oct 2024 – Dec 2025

Kaamwork Technologies Private Limited — Bengaluru, KA, India

Core engineer of a **Tech EOR SaaS platform** — India's alternative to **Deel/Rippling** — enabling global companies to hire and manage Indian talent without a local legal entity.

- Engineered a cross-border payroll engine (Nest.js, PostgreSQL, Prisma) with GST/TDS-compliant invoicing, multi-gateway payments, and benefits administration — 18% efficiency gain across 100+ enterprise clients.
- Developed a real-time HR operations dashboard (Chart.js) for payroll, appraisals, lifecycle management, and refund processing — trimmed admin overhead 35% while handling sensitive PII and financial data at scale.
- Built a Nest.js microservice API layer (TypeORM, Redis) for horizontal scalability; cut deployment cycle 30% via Jenkins + Docker blue-green CI/CD and accelerated build times 25% via monorepo restructuring.
- **Stack:** Next.js, Nest.js, PostgreSQL, Prisma, TypeORM, Redis, Docker, Jenkins, Chart.js, AWS EC2/S3

Full Stack Developer — Feb 2021 – Oct 2024

Services & Consulting Force SRL — Remote, Rome, Italy

Contracted for an Italian quiz and exam platform (**500K+ daily active users**) — infrastructure, AI automation, SEO, and internal tooling.

- Architected a hybrid Next.js + Node.js platform sustaining 99.9% uptime for 500K+ DAU — 22% infrastructure efficiency gain through architectural consolidation.
- Boosted API response time 25% via PostgreSQL query optimisation and Redis caching; launched an AI-driven CMS pipeline (OCR + PDF) eliminating 50% of editorial overhead.
- Grew organic traffic 30% via technical SEO (Core Web Vitals, SSR) — top-5 Google rankings for 20+ keywords; **led and mentored 2 engineers**, shortening delivery timelines 15%.

- **Stack:** Node.js, Express.js, Next.js, Hugo, PostgreSQL, Redis, React, Docker, CI/CD, Python (OCR)

SKILLS

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

Front-End: React, Next.js, Tailwind CSS, Redux, Zustand, SSR/SSG, PWA, WCAG 2.1

Back-End: Node.js, Nest.js, Express.js, Go (Gin), REST API, GraphQL, Microservices, WebSockets

AI / GenAI: LangGraph, LangChain, Gemini Live, PyCAT, OpenAI API, RAG, Vector DB, Embedding Models, Prompt Engineering, Agentic AI

Databases: PostgreSQL, Redis, MongoDB, Amazon DynamoDB, Prisma, TypeORM, GORM

DevOps & Cloud: AWS (EC2, S3, Lambda, DynamoDB, IAM), Docker, Kubernetes, Jenkins, GitHub Actions, NGINX, Traefik

System Design: Distributed Systems, High Availability, Caching, Real-Time Sync, Scalability Patterns, SLAs/SLOs, Observability

Testing: Vitest, Jest, TDD, Unit - Integration - Component Testing

PROJECTS

Hospital Inventory Management System Mar 2025 – May 2025

- RBAC (JWT, Go/Gin, PostgreSQL/GORM) for 50+ concurrent users; automated near-expiry alerts and Excel reporting — cut reporting time 40% and stock discrepancies 20%. 99.9% uptime via Dockerised deployment with health checks and automated restarts.
- **Stack:** Go, Gin, GORM, PostgreSQL, Next.js, Chakra UI, Docker

Gram Bahar — Full E-Commerce Platform Oct 2023 – Feb 2024

- Sole architect of a production e-commerce platform from scratch — cart, coupons/offers engine, inventory, multi-gateway payments, shipping, GST invoicing, OTP/email auth, and full admin dashboard with real-time analytics.
- Reduced checkout latency 35% (SSR + Redis caching) for 10K+ monthly transactions; achieved top-10 Google rankings for 15+ categories via Core Web Vitals optimisation.
- **Stack:** Next.js (SSR), Node.js, Tailwind CSS, PostgreSQL, Redis

CERTIFICATIONS

AWS Fundamentals + Architecting Solutions on AWS — Amazon Web Services: May 2026

Agentic AI with LangChain & LangGraph — IBM: May 2026

DevOps, Cloud & Agile Foundations — IBM | Docker Foundations — Docker, Inc | Kubernetes: Microservices — LinkedIn Learning: Jun 2025

Programming with Google Go — UC Irvine | Meta Front-End Developer — Meta: Jun 2024

EDUCATION

West Bengal State University — *MSc in Computer Science* Jul 2020 – May 2022

- **Relevant Coursework:** Data Structures & Algorithms, Distributed Systems, Database Management

University of Kalyani — *BSc in Computer Science* Jun 2017 – Jul 2020