

# RAGHVENDRA SINGH DHAKAR

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## EDUCATION

### Indian Institute of Information Technology Nagpur

B.Tech (Computer Science Engineering, GPA: 8.03)

Nov 2022 – Present

Nagpur, Maharashtra

## EXPERIENCE

### Juspay

Product Engineer - I

July 2026 – Present

Bengaluru, Karnataka, India

- Built **BreezeBuddy.ai**'s chatbot-to-human handoff system, designing the escalation workflow to route complex conversations to live agents while preserving complete **conversation context and state**.
- Designed and implemented a unified **AI guardrail layer** for voice and text agents, enforcing system-level checks for **prompt injection, toxicity, policy violations, and off-topic responses** across conversational workflows.
- Built a **configurable guardrail engine** enabling tenants to define custom compliance rules, business boundaries, and agent behavior without code changes, supporting flexible per-agent and per-tenant policies.

### Mindtickle

Software Development Engineer Intern – AI & Backend Systems

August 2025 – July 2026

Bengaluru, Karnataka, India

- Architected and shipped **LanguageAndVoiceService**, a Go gRPC microservice using hexagonal architecture, replacing hard-coded voice configuration with a DB-backed model and enabling no-deploy onboarding of new voices/languages across **25+ languages and 800+ voices**.
- Built an automated, pluggable voice lifecycle pipeline with **ElevenLabs**, using Kubernetes CronJobs, webhooks, Redis-backed async processing, and bulk deprecation workflows to sync providers, de-duplicate voices, process feedback, and automatically flag underperforming voices.
- Shipped the AI roleplay **LLMOps evaluation pipeline** with **Maxim**, streaming session transcripts and per-bot metadata to LLM evaluators for automated quality scoring and enabling continuous assessment of roleplay quality.

## PROJECTS

### Verly

Co-Founder & Software Engineer

Nov 2025 – May 2026

[Link](#)

- Built a production **AI customer support platform** serving businesses across **web chat, WhatsApp, and voice** – with agent deployment, knowledge base ingestion, and human escalation in one workflow.
- Engineered the AI agent stack in Go – a **graph-based RAG pipeline**, identity verification, and custom **MCP server integrations** – giving each business per-tenant tool access for personalized, context-aware customer interactions.
- Built an analytics layer capturing conversation metrics, failure modes, and **CSAT signals** to enable continuous agent improvement.

### Insights | AI-Powered E-Learning Platform

[GitHub](#) | [Live Demo](#)

- Tech Stack: Next.js, Google Gemini AI, TypeScript, PostgreSQL, Prisma, Tailwind CSS
- Built an AI-driven e-learning platform delivering **100+ personalized courses** with unit-wise breakdowns, interactive chapters, and shareable user-created learning modules.
- Engineered an AI content-generation pipeline (Gemini-powered) that auto-structures course materials with integrated YouTube videos, and a contextual MCQ quiz system for automated learner assessment.

## SKILLS

**Languages:** Go, TypeScript, JavaScript, Python, Java, C++, C, SQL

**Backend:** gRPC/Protobuf, REST APIs, Node.js, WebSockets, Microservices, Hexagonal Architecture

**Frontend:** React, Next.js, Tailwind CSS

**AI / LLM:** RAG, LangChain, Google Gemini, AssemblyAI, ElevenLabs, MCP, LLM Evaluation (Maxim)

**Infra & DevOps:** Docker, Kubernetes/Helm, AWS (Bedrock, EC2, RDS), Redis, Datadog, Grafana, GitLab CI, Vercel

**Databases & ORMs:** PostgreSQL, MySQL, MongoDB, Prisma, Drizzle ORM, Supabase

## Achievements & Leadership

- Achieved a max rating of **1800 (Expert)** on Codeforces — [View Profile](#).
- Earned the **Guardian badge (Rating: 2147)** on LeetCode (Top **1.2%**) — [View Profile](#).
- Achieved a rating of **1993 (4-Star)** on CodeChef with a Global Rank of 72 in Starters 183 — [View Profile](#).
- Secured **220th Rank** in LeetCode Weekly Contest 446 among over 27,000 participants.
- IIIT Nagpur:** Core Member, Google Developer Group – conducted Competitive Programming (DSA) sessions and mentored 100+ students; Organizing Committee, Orator Club – helped host MUN 23 with 200+ participants.