Suganth Gopal

FULL-STACK SOFTWARE ENGINEER | NODE.JS, TYPESCRIPT, REACT

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Tiruppur, Tamil Nadu, India

PROFESSIONAL SUMMARY

Full-stack Software Engineer with 2.5 years of experience building scalable, multi-tenant SaaS applications using Node.js, TypeScript, React, Ruby on Rails, PostgreSQL and Redis. At Casa Retail AI, top contributor to a customer-support helpdesk (agent messaging, ticket state management) and lead contributor to the campaign engine, with Kafka-based event pipelines for real-time reporting and AI work on RAG, NL-to-SQL and tool calling. Improved campaign delivery by **10x (5 hours to 30 minutes)**. Open-source AI helpdesk: replyx.suganth.me.

CORE COMPETENCIES

Full-Stack (Node.js, TypeScript, React) | REST APIs & Webhooks | Multi-tenant SaaS | Event-driven Architecture (Kafka) | PostgreSQL, ClickHouse, Redis | Customer-Support / Helpdesk Products | RAG, Tool Calling, LLM Applications | Docker, Kubernetes, CI/CD

WORK EXPERIENCE

Casa Retail AI

Apr 2024 - Present

Product Engineer (Full-Stack)

Multi-tenant customer engagement, CRM and marketing-automation SaaS for retail brands.
India

- Lead contributor to the rules and campaign engine: cohort and journey campaign actions, customer-data APIs over ClickHouse, and helpdesk integration. Reworked campaign execution into batched sends, cutting delivery to a brand's full customer list from about 5 hours to 30 minutes (**10x faster**). (Node.js, TypeScript, Express, Sequelize, PostgreSQL, ClickHouse)
- Top contributor to the customer-support helpdesk, a heavily customised Zammad fork: role-based field access control, automatic customer creation from email, WhatsApp and store receipts, agent messaging and ticket state management, linked to CRM campaigns and journeys. (Ruby on Rails, PostgreSQL)
- Built React dashboards used by every client brand: KPI reports, date-range logic, store performance and repeat-buyer insights, and the WhatsApp provider configuration screens. (React, TypeScript)
- Built Kafka-to-ClickHouse live-sync pipelines streaming ticket, loyalty and offer events from PostgreSQL, with batch backfill migrations, cron schedulers and tests, powering real-time reporting. (Node.js, TypeScript, Kafka, ClickHouse, PostgreSQL)
- Built WhatsApp Business API integrations for 3 providers end to end across the message engine, API server and dashboard: template and carousel messages, delivery-report webhooks, error capture and retries; messages blocked by telecom quiet hours are held and sent later. (Kafka, Node.js, React, Webhooks)
- Worked on Gargi, Casa's AI assistant for brands (RAG side): answers over brand and customer data, natural-language-to-SQL over ClickHouse and PostgreSQL, and an agent with tool calling. (RAG, NL-to-SQL, tool calling, ClickHouse, PostgreSQL)
- Built and optimised a product-sync platform that pulls catalogues from store billing systems (SAP, Wondersoft, Metro): CSV workers, batch processing, tenant-level parallelism so large brands never slow down smaller ones, and faster PostgreSQL-to-ClickHouse transformers; replaced manual spreadsheet uploads during client onboarding. (Ruby on Rails, PostgreSQL, ClickHouse)
- Delivered B2B commerce features for an enterprise retail client: blister-pack ordering across cart, wishlist and product pages, bulk-order validation, category handling and order reports. (Ruby on Rails, Spree Commerce)
- Work spec-first with AI coding agents: write a spec before each change, validate tenant-specific behaviour in seeded sandboxes, review every line shipped, and maintain the context graph agents use to plan changes. (Claude Code, spec-driven development)

Casa Retail AI

Apr 2023 - Mar 2024

Working Student, Software Engineering

India

- Built features for the campaign engine that sends automated, targeted offers to retail brands' customers. (Node.js, TypeScript)
- Developed performance reports in the dashboard used by every client brand. (React, TypeScript)

PROJECTS

ReplyX, open-source multi-tenant AI helpdesk

Open Source

Open-source helpdesk with real-time customer chat, SLA tracking, automation rules and row-level tenant isolation in PostgreSQL. AI assistant that answers from each tenant's policies using RAG (pgvector), calls tools to look up live orders, and routes requests to different LLMs by complexity to balance cost and quality. github.com/suganthsugi/replyx

TypeScript, PostgreSQL, pgvector, LLM APIs

EDUCATION

B.E., Computer Science and Engineering Kongu Engineering College

2020 - 2024

Tamil Nadu

SKILLS

Languages: TypeScript, JavaScript (Node.js), Ruby, SQL, Python

Backend: Node.js, Express, Ruby on Rails, Sequelize, REST APIs, Webhooks, Spree Commerce

Frontend: React, TypeScript, Progressive Web Apps (PWA), dashboards and report builders

Data & Streaming: PostgreSQL, ClickHouse, Kafka, Redis, pgvector, ETL / data transformers; working knowledge of Elasticsearch

Infra & DevOps: Docker, Kubernetes, AWS, CI/CD, Git, Linux, cron schedulers

AI: LLM applications, RAG, tool calling, model routing, Claude Code, spec-driven development

Practices: Multi-tenant SaaS, event-driven architecture, REST API design, database schema design and indexing, code review, Agile