

VIKAS DHYANI

SENIOR LEAD SOFTWARE DEVELOPER | AI & ENTERPRISE SOLUTIONS

New Delhi, India | +91 8860222252 / +91 7011835807 | vikasdhyani90@gmail.com

PROFESSIONAL SUMMARY

AI-focused Senior Lead Software Developer with 15+ years of software engineering experience, including more than 9 years at BAMKO. Specializes in AI-driven enterprise applications, AI agents, Retrieval-Augmented Generation (RAG), LLM integrations, intelligent automation, and scalable full-stack architecture. Combines applied AI expertise with deep experience in enterprise workflows, APIs, ERP integrations, databases, e-commerce, and production systems. Proven technical leader across solution design, development planning, code review, integration, deployment, troubleshooting, performance optimization, and team guidance.

AI & TECHNICAL EXPERTISE

AI Engineering: AI agents, agentic workflows, RAG, LLM integration, prompt engineering, tool calling, structured outputs, guardrails, evaluation

Knowledge & Search: document ingestion, chunking, embeddings, semantic search, vector databases, enterprise knowledge retrieval

Backend & Systems: Python, Node.js, PHP, Laravel, CodeIgniter, REST APIs, GraphQL, webhooks, background processing

Frontend & Data: React, Next.js, JavaScript, HTML5/CSS3, MySQL, PostgreSQL

Enterprise & DevOps: SAP, NetSuite, SSO, payment gateways, Docker, Linux, Git, deployment and production support

PROFESSIONAL EXPERIENCE

Senior Lead Software Developer | BAMKO India Pvt. Ltd.

May 2017 - Present | India

Lead and contribute to AI-driven modules, intelligent automation initiatives, and enterprise software platforms supporting complex business operations.

- Design and develop AI-powered modules that add intelligent search, document understanding, contextual response generation, and workflow automation to enterprise applications.
- Build AI agents and RAG solutions using enterprise documents, application data, LLMs, embeddings, semantic retrieval, and vector databases.
- Integrate AI services with existing applications, APIs, databases, and internal tools; implement prompt architectures, tool-calling flows, validation, fallback logic, and guardrails.
- Evaluate AI outputs for relevance, accuracy, security, reliability, performance, and practical business value; improve solutions through monitoring and iterative refinement.
- Collaborate with stakeholders to identify high-value AI use cases that reduce manual effort and improve information access, decision support, and operational efficiency.
- Contribute to TOAST, CORE, BAMKOM, and UNIFIED across ticketing, sales orders, purchase orders, finance, inventory, online stores, and enterprise workflows.
- Design and maintain integrations involving SAP, NetSuite, SSO, payment services, REST APIs, webhooks, and third-party platforms.
- Provide technical leadership through architecture decisions, planning, code reviews, developer guidance, troubleshooting, deployment, performance improvement, and production support.

EARLIER EXPERIENCE

Senior Web Developer / Project Leader | Vizz Media

Dec 2015 - Apr 2017 | Delhi, India

- Led web application development, third-party integrations, delivery coordination, testing, and production support for client-facing platforms.
- Selected projects: Survtapp, Europ Assistance e-Portal, Custom3r, and ESIGELEC admissions platform.

Senior Web Developer | Techiefolk

Sep 2015 - Nov 2015 | Delhi, India

- Developed and maintained PHP/MySQL web applications with JavaScript-based interfaces and external service integrations.

Senior Web Developer | Hi-Scope Technology

Mar 2014 - Aug 2015 | Panipat, India

- Delivered business directories, education platforms, online examination systems, and service websites using PHP, MySQL, CodeIgniter, JavaScript, and AJAX.

Senior Web Developer | Galaxy Web Technology

Jul 2012 - Feb 2014 | India

- Built and supported e-commerce, real-estate, healthcare, hospitality, and international client websites with payment and third-party integrations.

Web Developer | Vom Technology

Jul 2011 - Jun 2012 | India

- Developed PHP/MySQL websites and business applications, establishing a strong foundation in full-stack web development and client delivery.

SELECTED AI & ENGINEERING PROJECTS

Autonomous AI Customer Support Agent: Multi-agent support solution for ticket resolution, order-data queries, return-policy retrieval, and guided actions using LLMs, RAG, and enterprise integrations.

SaaS Document Analyzer (RAG Platform): Multi-tenant platform for document ingestion, semantic search, vector embeddings, contextual Q&A, and source-grounded insights.

Enterprise Inventory & Stock Predictor: Full-stack dashboard integrating forecasting and business data to support stock planning, inventory visibility, and supply-chain decisions.

EDUCATION

Master of Computer Applications (MCA) | Manav Bharti University | 2014

Bachelor of Computer Applications (BCA) | Jamia Hamdard | 2011

LEADERSHIP & PROFESSIONAL STRENGTHS

- AI solution architecture and enterprise modernization
- Technical leadership, mentoring, code review, and cross-functional collaboration
- Complex problem solving, production ownership, and continuous improvement
- Business requirement analysis and conversion into secure, scalable, maintainable systems