

KHALID NAJAM

Applied AI Engineer / Enterprise AI Solutions / Agentic Systems

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Experience

PeopleStrong

May 2026 – Present

Software Development Engineer III – Applied AI & Developer Productivity

Gurugram, India

- Built **ATR (Automatic Ticket Resolution System)**, an enterprise AI system for evidence-backed L3 diagnosis and resolution; engineered the agent harness across models, tools, skills, isolated workspaces, execution state, and eight capability-gated agents investigating source code, SQL, logs, metrics, and knowledge graphs.
- Turned team onboarding into configuration: model choice, domain skills, repositories, databases, and Grafana/New Relic/Graphify access compile into isolated, versioned workspaces, letting one platform support different engineering teams.
- Unified autonomous diagnosis with an Agent Console so engineers can resume the same conversation, delegated work, execution state, and evidence trail; added human handoff, re-diagnosis, live tool traces, and ticket-level outcome review.
- Made agent actions safe to operate through capability-gated tools, read-only investigation, per-team write gates, idempotent updates, bounded workers, recovery controls, and reviewed-code checks; replaced oversized graph blobs with per-repository streaming storage after production memory failures.
- Productized **Payslip Agent** for an enterprise MCP platform: exposed four Gemini/LangChain tools, validated session tokens, preserved request-scoped identity, added Redis TTLs, and removed a cross-request concurrency hazard.

PeopleStrong

Nov 2024 – Apr 2026

Software Development Engineer II

Gurugram, India

(Majority stake acquired by Goldman Sachs Alternatives, Apr 2025)

- Built the core FastAPI payslip assistant with LangChain and Gemini: SSE responses, encrypted Redis/Elasticsearch retrieval, password-protected PDF handling, Indian tax tools, token accounting, and PII-safe logging.
- Migrated the payroll platform from JDK 8 to JDK 17/WildFly, replacing Nashorn with Rhino for formula execution and correcting Hibernate 6.6 query compatibility across payroll modules.
- Delivered reimbursement APIs and mobile workflows, resolved production incidents, and completed repeated security-remediation cycles across Investment, BRE, CTC, and Reimbursement.

PeopleStrong

Jul 2022 – Nov 2024

Software Development Engineer

Gurugram, India

- Built core releases for Loan, Investment V3, NPS V3, BRE, CTC, and Variable Pay across Java EE, Angular, and SQL Server; shipped NPS V3 from first schema to production in eight weeks.
- Replaced opaque Drools reimbursement rules with explicit Java validation and moved monetary fields from `Double` to `BigDecimal` across three repositories for three-decimal currencies.

PeopleStrong

Jan 2022 – Jul 2022

Software Engineer Intern

Gurugram, India

- Built loan configuration, eligibility, EMI, approval, and employee self-service flows in Java and Angular; earned a pre-placement offer.

Indian Institute of Technology Kharagpur

Jun 2021 – Jan 2022

Research Intern – Artificial Intelligence

Kharagpur, India

- Trained and compared AlexNet, ResNet, and autoencoder models on Sentinel-1 SAR/PSInSAR imagery, reporting 90%+ accuracy for volcanic-deformation classification.

Education

Kalinga Institute of Industrial Technology

Aug 2018 – May 2022

B.Tech., Electronics & Electrical Engineering; Minor in Data Analytics; CGPA: 8.0/10

Bhubaneswar, India

Technical Skills

Applied AI: Agentic systems, harness engineering, tool calling, RAG, MCP, prompt/skill design, human-in-the-loop evaluation, knowledge graphs

Models & Frameworks: Gemini/Vertex AI, LangChain, OpenAI API, OpenCode SDK, FastAPI

Engineering: TypeScript, Python, Java, SQL; React, Express, Java EE, Angular

Data & Platform: PostgreSQL, SQL Server, Redis, Elasticsearch, Docker, Kubernetes, Grafana, New Relic