

Hadi Bakhshi

Senior Software Engineer

- **Email:** hadi-bakhshi@outlook.com
- **Phone:** +989301377887
- **Location:** Tehran, Iran
- **Portfolio:** hadibakhshi.dev
- **Github:** github.com/hadi-bakhshi
- **LinkedIn:** linkedin.com/in/hadi-bakhshi-aa203221b

Open to remote opportunities in Europe | Open to relocation

PROFESSIONAL SUMMARY

Senior Software Engineer with **over six years of experience** building and owning production systems, with a **strong backend focus**. Experienced in **system design**, **clean architecture**, and code that holds up as products scale. I have taken products from conception to production, owning everything from database schema to deployment, and contributed at a high level across complex, multi-application platforms. Recently expanded into **practical AI integration**, shipping **RAG pipelines** and **LLM-powered features** to real users in production.

TECHNICAL SKILLS

Languages: C#, TypeScript, JavaScript

Core: ASP.NET Core, NestJS, React, RabbitMQ, Docker

Backend: EF Core, Dapper, MediatR, Node.js, Express.js, Prisma, SignalR, gRPC, GraphQL

Frontend: Next.js, TanStack Query, Redux Toolkit, Zustand, Jotai, Tailwind CSS, Material-UI, Shadcn/ui, React Hook Form, PWA

Databases: SQL Server, PostgreSQL, Redis, MongoDB, pgvector, Qdrant

AI & LLM: OpenAI API, RAG (Retrieval-Augmented Generation), Vector Search, LLM Integration, n8n

DevOps & Infrastructure: Docker Swarm, GitLab CI/CD, GitHub Actions, Nginx, Linux, Prometheus, Grafana, ELK, OpenTelemetry

Architecture & Patterns: Event-Driven Architecture, Microservices, Modular Monolith, Clean Architecture, Vertical Slice, DDD, CQRS, Saga, Inbox/Outbox

Testing: xUnit, NetArchTest, Jest, Cypress

WORK EXPERIENCE

1. Senior Software Engineer - ReLOOQ (Tehran, Iran) March 2023 - Present

ReLOOQ is a major marketing research and consulting firm under ISQI (Iran Standard and Quality Inspection) using advanced data technology to support decision-making across multiple industries.

- **Owned** the architecture, backend, database design, and frontend of **Reception Assistant**, an **AI-powered dealership platform** for customer history tracking, behavior analysis, and satisfaction insights, used by **100+ agencies** across a network of **2,600+**. Led a major platform upgrade adding **LLM-based text generation**, a redesigned UI/UX, and a **bulk analysis feature** for high-volume agencies. Coordinated the integration, containerization, and deployment of a self-trained AI model, and provided structured feedback that directly informed model accuracy improvements.
- Built a production **RAG-based FAQ system** using **n8n**, **pgvector**, and **OpenAI**, serving **~600 call center operators** daily. Eliminated the need to interrupt HR, finance, and QA staff for routine questions, **saving roughly a full workday per person per week**. Questions outside the knowledge base are automatically categorized and routed to the relevant department.

- **Owned** the full-cycle design and development of **Razeman**, an internal **ERP-style integration platform** unifying **9 organizational modules** including HR, finance, and operations, deployed across a holding company with **thousands of users**, replacing a fragmented landscape of disconnected systems.
- Designed and built the **Reception Assistant ETL**, an **event-driven data pipeline** with a runtime management API allowing operators to configure field mappings and control pipeline behavior **without redeployments**.
- Contributed to the design and implementation of the **Follow-Up ETL pipeline** using ASP.NET Core, RabbitMQ, and SQL Server, replacing a legacy system where **3,000+ automotive industry users** waited **over a week** to see their call center data, reducing that to **near real time**.
- Contributed to **Survey Nexus**, a framework-agnostic **survey engine** inside a Turborepo monorepo supporting complex question types, conditional logic, quotas, and SEC classification, now powering the **CAPI** and **Retail Audit** applications.
- **Owned DevOps** across production, staging, and dev environments: authored **GitLab CI/CD pipelines** deploying to **Docker Swarm** via Nexus, managed server infrastructure, and resolved production incidents.
- Drove **performance improvements** across multiple systems through **SQL indexing**, query rewrites, **caching strategies**, and architectural refactoring. Led architectural decision-making, conducted code reviews, and mentored **3–4 engineers**.

2. Full-Stack Developer - ReLOOQ (Tehran, Iran) *May 2022 - March 2023*

- **Owned** the design and development of the **ASI and SI inspection applications** for ISQI, covering inspector workflows, barcode validation, configurable question sets, and automated report generation, built with **Express.js**, **SQL Server**, and **React/Next.js**.
- **Owned** the **ASI and SI inspection dashboards**, multi-role reporting platforms where automotive companies benchmark dealership performance and dealerships review their CSI scores and inspection results, with admin panels for user and report management.
- Contributed to **motorcycle and machinery after-sales inspection dashboards** presenting years of historical data through dynamic **ECharts** visualizations, built with React, Vite, and Redux Toolkit Query.
- Optimized **SQL Server** and **PostgreSQL** queries, redesigned schemas for evolving requirements, and managed application deployments on Linux with Nginx and SSL. Championed **TypeScript** adoption.

3. Front-End Developer (Remote) - (U.S. Team, Cary, NC) *January 2020 - March 2022*

- Developed responsive **React/TypeScript** UI features contributing to a **10% rise** in user engagement metrics.
- Built shared component libraries that increased development velocity by **15%** across multiple projects.
- Improved page load times by **1.5 seconds** through code splitting, lazy loading, and bundle optimization.
- Integrated frontend features with **REST APIs** and improved state management using Redux and Context API.

EDUCATION

B.A. in English Translation

University of Applied Science and Technology - (Tehran, Iran) Oct 2020 – Aug 2023

LANGUAGES

- **English:** C1 – Professional working proficiency
- **German:** B1 – Actively learning
- **Persian:** Native