

DIWAKAR PATEL

Software Development Engineer

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PROFESSIONAL SUMMARY

Software Development Engineer with **4+** years of experience building enterprise application at RagaAI. Led backend development for Catalyst (AI agents testing), Prism (data quality), and ClinicalOps — a production healthcare AI platform automating insurance verification, prior authorization, fax classification, and patient intake workflows for multiple US healthcare providers. Experienced tech lead driving architecture decisions, multi-team coordination.

SKILLS

Programming Languages: Java, Python

Backend & Frameworks: Spring Boot, Micronaut, Django, Flask, FastApi

Workflow Orchestration: Temporal.io, Kubernetes Jobs, Event-driven Architecture, Apache Kafka

Databases: MySQL, PostgreSQL, Elasticsearch, Redis, InfluxDB

Cloud Platforms: AWS, GCP, Azure

DevOps & Tools: Docker, Kubernetes, Jenkins, Git, SonarQube, Terraform, Grafana

Mobile Development: Flutter

EXPERIENCE

RagaAI

Bangalore

Software Development Engineer - Founding Team

May 2022 - Present

- Built ClinicalOps — a production healthcare AI automation platform serving multiple US healthcare providers, encompassing insurance verification, prior authorization, fax classification, patient intake and clinicaltrials, workflows using Temporal.io orchestration and RPA.
- Engineered multi-payer insurance validator supporting Cigna, Aetna, Medicaid, and others with automated eligibility checks; migrated prior-auth workflows to Kubernetes Jobs for improved scalability and reliability
- Developed ML-powered fax classification system that automatically categorizes and routes incoming clinical faxes, integrated with ECW (Electronic Clinical Works) EHR system for end-to-end clinical workflow automation
- Architected multi-tenant onboarding system enabling rapid provisioning of new healthcare provider with isolated schemas, custom configurations, and role-based access control.
- Led backend development for Catalyst and Prism platforms, implementing multi-provider LLM integration (OpenAI, Claude, Gemini) using LiteLLM framework with **99.9%** uptime.
- Designed real-time data profiling system with Elasticsearch integration, processing **50K+** data points daily with millisecond search capabilities
- Established CI/CD infrastructure reducing deployment time from **2 hours** to **15 minutes**, with automated testing pipelines and zero-downtime deployment strategies across dev, staging, and production environments
- Acting tech lead across multiple squads — conducting PR reviews, coordinating cross-team deployments, triaging production incidents on GCP, and managing enterprise client onboarding
- Built clinicaltrials which helps the hospitals to get the relevant eligible patients from a pool of **150** patients on weekly which have the medical history of **50+** pages, reduced time from **5 days** to **4 hours** with **95%** accuracy
- Build data quality analysis platform Prism used by the tech giant like PHILIPS, Boeing, Honeywell.

Various Startups & Freelance

Remote

Software Engineer & Founder

May 2020 - May 2022

- Founded Aquamarket/Borrowme - Full-stack marketplace platform using Django and PostgreSQL with integrated payment systems and real-time messaging
- Developed Betto gaming platform - Built scalable backend using Node.js with Flutter mobile app, Unity game integration, and KYC verification system

KEY PROJECTS

Catalyst AI Testing Platform

2022 – Present

Stack: Spring Boot, LiteLLM, Kafka, Elasticsearch

- Enterprise AI agent evaluation platform with automated testing workflows, hallucination detection, and multi-LLM provider integration (OpenAI, Claude, Gemini)
- Built cost tracking and performance analytics serving enterprise clients with real-time monitoring capabilities

Prism Data Quality Platform

2022 – Present

Stack: Spring Boot, Elasticsearch, AWS S3, GCS

- Real-time data profiling and quality monitoring system with cloud storage integration and automated alerting
- Elasticsearch-powered search processing **100K+** daily data points with millisecond response times

EDUCATION

Noida Institute of Engineering and Technology

Greater Noida

Bachelor of Technology in Electrical & Electronics Engineering

Aug 2016 – May 2020