

Ajay Narang

Senior Developer · Solution Architect · AI-Native Builder

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Solution architect, lead developer, and AI-native builder. Seventeen years of architecting and shipping production software, banking systems at Fiserv, a greenfield commerce platform for Imperial Brands at Publicis Sapient, and e-commerce builds for early-stage startups in India. Builder first; comfortable owning systems end-to-end, from data modelling and API design through to DevOps and frontend craft.

Most recently solution architect on the Imperial Brands engagement at Publicis Sapient - a multi-tenant, multi-language CMS-driven commerce platform on a MERN stack with Salesforce as the data layer. Hands-on across the React/Next.js, Angular, Node.js, CI/CD and AWS cloud ecosystems, with solid experience in microservices, headless architectures, and AI-augmented systems (RAG, agents, MCP, workflow).

Six years on-site in San Antonio, USA. Approved I-140.

Open to senior developer, lead, solution architecture and AI platform roles, plus fractional and advisory engagements. Still hands-on in the codebase daily.

❖ Skills

◆ AI / Agents: Anthropic, OpenAI, Gemini, Vercel AI SDK, Mastra, LangChain, Langfuse, RAG, MCP, AI Agents, Inngest, pgvector

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◆ **Frontend:** React, Next.js, TypeScript, Angular + NgRx, Redux, Tailwind, shadcn/ui, TanStack Query, Zustand, Micro-Frontends

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◆ **Backend / APIs:** Node.js, NestJS, Express, GraphQL, REST, BullMQ, Tyk API Gateway, Microservices, Serverless

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◆ **Data:** PostgreSQL, Oracle, MongoDB, Redis, Prisma, pgvector

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◆ **Platform / Infra:** AWS (ECS, RDS, S3, Cache, CloudFront etc..), Terraform, Vercel, Docker, GitHub Actions, Jenkins, Grafana / Loki / Tempo

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◆ **Earlier stack (production):** Java Spring Boot, .NET / C#, ASP.NET, WPF

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❖ Work History

Employed

Apr 2025 - Apr 2026

Senior Technical Manager

Solution Architect

Publicis Sapient - Imperial Brands engagement

- Solution architect on a greenfield, multi-tenant, multi-language CMS-driven commerce platform for Imperial Brands.
- Designed end-to-end architecture using MERN with Salesforce as the data layer and a headless CMS for content authoring across markets.
- Defined multi-tenant patterns covering tenant isolation, content modelling, localisation, and shared platform services across geographies.
- Led integration design across Next.js/React , Express, PostgreSQL/ Prisma, headless architecture, and Contentful.
- Drove architectural decisions across Vercel AI Gateway, Anthropic, and OpenAI for AI-assisted experiences.
- Owned non-functional concerns - performance, security, observability, and CI/CD, and Kubernetes deployment with Helm and containers and partnered with cross-functional teams across business, UX, and delivery.
- Led a team of 6 and mentored engineering leads, reviewing designs across multiple workstreams.

Nov 2020 - Nov 2024

Advisor /II Software Engineering

Lead Full-Stack Architect

Fiserv India Pvt. Ltd, Noida India

- Led a team of 8 engineers across frontend and backend, owning architecture and staying hands-on in the codebase.
- Improved DevOps workflow and release automation with the architecture group, cutting manual steps out of the deployment path.
- Partnered with business, UX and management to take features from concept to production.
- Held the bar on performance and accessibility across the portfolio.
- Delivered end-to-end: data model, APIs, frontend, and the release that shipped them.
- Ran design and code review for the group, and mentored junior developers into ownership.
- Systems shipped in this period are still in production, used daily by tens of thousands of credit-union members and staff.
- Delivered the New Member platform saving an estimated \$1M for the launch credit union, alongside several greenfield and brownfield projects across the portfolio

Jan 2014 -Sep 2020

Technical Lead

Lead Developer

Fiserv Inc., San Antonio, TX, USA

- Designed and built the frontend architecture for the credit-union portfolio while writing production code daily.
- Worked directly with business and UX on-site in San Antonio, on the critical path for releases where a bad deploy costs members real money.
- Owned performance and accessibility for systems tens of thousands of members use daily.
- Partnered with backend and architecture teams to deliver complete, released systems.
- Ran sprint planning and release coordination across the delivery team.
- On point for critical production incidents, including live banking outages.
- Led delivery of greenfield and brownfield platforms across the credit-union portfolio - online banking, member onboarding, account processing, and mortgage origination, partnering on architecture and shipping production systems still running today.

Mar 2007 -Jan 2014

Senior Software Developer

Lead/Senior Full-Stack Developer

Fiserv Inc., Noida, India

- Active development across multiple credit-union and travel-industry products including Virtuoso Online Banking, Master Person 4, Cash Dispenser/Recycler, Back Office Manager, Teller Next Generation, and FQSuiteCase.
- Peer code review, mentoring junior developers, and stakeholder interaction across product and business teams.

Independent
2025 - Present

Sally : AI-native fleet operations platform

Live: <https://sally.appshore.in>

Technologies stack: Next.js, Flutter, NestJS/Express, PostgreSQL, Prisma, pgvector, Mastra, MCP, Vercel AI Gateway, Anthropic, OpenAI, Gemini, LiveKit, Inngest, Samsara, QuickBooks, Twilio, AWS, Terraform.

Independently building Sally - an AI-native operations platform for small US trucking fleets, where AI agents handle dispatch, document processing, compliance, and back-office work end-to-end rather than just tracking it. Multi-tenant production system built on 100+ MCP tools, agents-as-employees patterns with their own inboxes and supervised autonomy, and model-agnostic AI tooling across Mastra and Vercel AI Gateway. An open MCP server with OAuth lets customers run their fleet from any AI client (Claude Desktop, ChatGPT, Cursor) using their own credentials with a full audit trail.

2025 - Present	Tournax : Multi-sport club operations platform Live: https://tournax.appshore.in Technologies stack: Next.js, Flutter, NestJS/Express, TypeScript, PostgreSQL, Prisma, Inngest, AWS, Vercel. Independently building Tournax - a multi-sport platform that runs club tournaments and coaching end-to-end across fourteen sports, from badminton, table tennis and pickleball to cricket, football, chess and road races. Handles entries, UPI payments, seeded draw generation, order of play across courts, boards and grounds, live scoring, standings and per-sport ratings, with an offline-capable match desk for venues with unreliable wifi. Each sport carries its own rules - draws for chess, squads for cricket, finish lines for endurance events - from a single sport-definition registry. Coaching batches, attendance and monthly fees run on the same platform.
	Backend Architect
2023 - Present	Farmlokal : Organic-products e-commerce Live site: https://farmlokal.com Architect & Builder
2020 - Present	GrocersPod : Online retail platform

❖ Education

Jun 2004 -Jan 2007	MCA (Master of Computer Applications) <i>MD University - Rohtak</i>
Apr 2001 -Jul 2004	DOEACC 'A' Level <i>Advanced Diploma in Computer Application - New Delhi</i>
Jul 2001 -Jul 2004	B.Com (Hons) <i>Shaheed Bhagat Singh College - Delhi University - New Delhi</i>
May 2001	12th Standard (Senior Secondary) <i>CBSE - New Delhi</i>
Jun 1999	10th Standard (Secondary) <i>CBSE - New Delhi</i>

❖ Accomplishments

- Estimated \$1M+ in onboarding cost savings delivered to a US credit union via the New Member Online platform.
- Production systems shipped at Fiserv are still running today - RBFCU online banking, member onboarding, and account-processing extensions used daily by tens of thousands of credit-union members and staff.
- Six years on-site in San Antonio, USA, leading critical-path delivery for Fiserv banking products. Approved I-140.

- Designed and built Sally - a multi-tenant, AI-native fleet operations platform with 100+ MCP tools, agents-as-employees architecture, and an open MCP server enabling customer access from Claude Desktop, ChatGPT, and other AI clients.

Earlier recognition at Fiserv: Excellence Level 3 (2012), Annual Achiever Award (2009), Shining Star Awards (2007–2008).

❖ Recent Focus Areas

AI agents and the MCP protocol, multi-tenant SaaS architecture, model-agnostic AI tooling (Mastra, Vercel AI Gateway), agentic workflows in production, and headless / CMS-driven commerce platforms.

❖ Projects

Imperial Brands - Multi-tenant Commerce Platform (04/2025 - 04/2026)

Technologies stack: Next.js, React, Zustand, Express/BFF, Vercel AI Gateway, Anthropic, OpenAI, Salesforce, K8, Docker, Github, Contentful.

Solution architect on a greenfield, multi-tenant, multi-language CMS-driven commerce platform for Imperial Brands. Designed the architecture using a MERN stack with Salesforce as the data layer and a headless CMS, supporting tenant isolation, localisation, and shared platform services across markets. Drove integration of AI-assisted workflows via Vercel AI Gateway, Anthropic, OpenAI, and led decisions on observability, security, and CI/CD, k8/helm and azure. Partnered with business, UX, and delivery leadership to align platform decisions with multi-market commerce goals.

New Member Console (06/2019 - 11/2024)

Technologies stack: React, Redux, Rest APIs, Tyk gateway, Git, Jenkins, Docker, Splunk, Oracle/SQL.

Greenfield back-office console used by credit-union staff to manage member onboarding end-to-end - application review, document requests, license-scan data capture, risk analysis, task management, and over-the-counter account opening. Designed and led the build from inception. Sister application to New Member Online; together they replaced the manual onboarding workflow.

New Member Online (01/2019 - 11/2024)

Technologies stack: React, Redux, Rest APIs, Tyk gateway, Git, Jenkins, Docker, Splunk, Oracle/SQL.

Greenfield member-acquisition platform for credit unions covering account opening, loan applications, identity verification, fraud checks, payment gateway integration, and SSO into online banking. Owned design and architecture from inception. Saved an estimated \$1M in onboarding cost for the launch credit union.

RBFCU Online Banking (02/2015 - 11/2024)

Technologies stack: React, Redux, REST APIs (Java Spring Boot), Tyk gateway, Git, Jenkins, Docker, Splunk, Ansible, Cordova/Ionic, Oracle/SQL.

Architected and shipped the online banking experience for Randolph-Brooks Federal Credit Union - one of the largest credit unions in Texas - covering account management, funds transfers, bill payments, and transaction tracking on web and native (Cordova/Ionic). The system still runs in production today.

Account Processing Platform Extensions (01/2014 - 11/2024)

Technologies stack: Angular + NgRX, React, Redux, REST APIs, Git, Jenkins, Oracle/SQL.

Designed and built multiple custom modules extending Fiserv's core account processing platform - eAlerts (account, credit-card, and transaction notifications with full enrollment management), a secure messaging system between credit-union staff and members, a rates management module for streamlined approval and administration, and account wizard customisations across multiple credit unions.

E-Commerce Applications (01/2020 - Present)

Technologies stack: React + NextJS, Node.js (REST APIs), Firebase, Vercel, MySQL.

Designed, led, and built several e-commerce applications through freelancing and volunteer work. These applications encompass multiple modules catering to consumers, riders, and administrative panels - leveraging React Native and the React ecosystem with Node.js, Firebase as backend, and Vercel as hosting and serverless platform.

USAePay - Payment Gateway Integration (02/2020 - 06/2020)

Technologies stack: React, Web API, Tyk gateway, Git, Jenkins.

Implemented a standalone web component to integrate the USAePay payment gateway into the online banking and new-member solutions.

Earlier Experience at Fiserv (2006 – 2014)

Technologies stack: C#, .NET, WPF, ASP.NET, AngularJS, Web API, Tyk gateway, Jenkins, MKS, TFS.

Earlier in my Fiserv tenure I shipped a series of credit-union and travel-industry systems that ran in production at scale. Brief notes below:

- Mortgage LOS - Core Integration (2013–2014): customized Encompass Mortgage LOS to integrate with the DNA core, enabling end-to-end loan origination without leaving the platform.
- Teller Next Generation (2012–2014): re-platformed core credit-union teller system on modern .NET with a flexible, maintainable design.
- Back Office Manager - Commercial DDA / Account Analysis (2011–2012): built commercial accounts and cash-management services on top of the existing DataSafe system.
- Master Person 4 (2009–2011): architectural overhaul of the CU Core application, re-modelling account flow as person-centric.
- Cash Dispenser / Recycler (2008–2009): teller-facing UI plus admin application for setup, configuration, and reporting on Cash/Coin Devices.
- Virtuoso - Online Banking (2007–2008): online banking application with standard and advanced account-management features.
- FQSuiteCase (2006–2007): three-module travel solution (BackOffice, Online, Sub-Agent) covering booking, itinerary management, and reporting for travel companies.

❖ Outside Work

- ◆ Reads non-fiction. Hikes when the weather allows. Plays badminton regularly. Builds small educational tools for his kids on weekends.

References available on request.