

Atique Ahmed

Engineering Manager | Staff
Software Engineer | Cloud
Architect | Developer Advocate
| GenAI and Agentic AI | Full
Stack and Cloud Architecture |
11+ Years Driving Developer
Ecosystems



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☎ 8553208493
📍 Kolkata, India
🇮🇳 Indian
📅 12/01/1990
👤 Married
🌐 atique-ahmed-680ba5ab
📺 https://youtube.com/c/codeztech
🌐 https://github.com/codeztech-atique
🌐 https://atiqueahmed.com

SUMMARY

I am a self-starter with strong interpersonal skills. **Total 11+ years of exp.** I work efficiently both as an individual contributor as well as along with a team. I seek new challenges and try to think out of the box while looking for creative solutions to a given problem. Besides the details given on my youtube channel, I believe in character, values, vision, and action. I am a quick learner and believe in learning from my mistakes for I strongly feel that this virtue will take me ahead in life and my career.

WORK EXPERIENCE



DEVELOPER ADVOCATE

Feb 2024 - Present -

Zoom
📍 India
Focusing on championing developer needs and fostering innovation through effective advocacy and community engagement. Leading initiatives that bridge core Zoom products with modern AI capabilities, enabling developers to build scalable, intelligent solutions.

FrontEnd – React, Angular 18+
Backend – Node.js, TypeScript
API & Serverless – AWS API Gateway, AWS Lambda
Cloud & DevOps – VMware Cloud, Dockerized Containers, SonarQube
Database – MongoDB, Postgres, Elasticsearch
Zoom Products – Zoom Meeting, Zoom Video SDK, Zoom Contact Center, Zoom Chat, Zoom Virtual Agent
AI/ML – Generative AI (AWS Bedrock), Agentic AI, Retrieval-Augmented Generation (RAG), AI Agents for automation, Sentiment Analysis, Summarization Models
Server – AWS S3 Bucket, AWS SES, Lambda
Others – XRAY, CloudFront, AWS CloudWatch, AWS Cognito, IdentityPool, AWS SNS, Microservices, Docker, MySQL

Dedicated to bridging the gap between technology and developers, ensuring a vibrant and collaborative ecosystem. Committed to amplifying the voice of developers, addressing concerns, and facilitating meaningful connections within the community.

Innovation Projects @ Zoom

Engage AI – Architected an AI-driven ticketing enhancement system for ServiceNow-style workflows, featuring deduplication, sentiment tracking, and summarization to improve escalation handling.

Zoom Virtual Agents – Designed and optimized intelligent virtual agent solutions that automated customer support within Zoom Contact Center. Enhanced resolution rates through natural language understanding, proactive suggestions, and multi-channel integration (voice, chat, and video).

Zoom AI Companion – Contributed to AI-powered productivity enhancements in meetings and chat, including smart summarization, action item extraction, and contextual Q&A. Integrated generative AI to boost collaboration efficiency and reduce manual note-taking.

AI Agent Development – Built Agentic AI workflows with RAG pipelines for blog automation, customer sentiment analysis, and proactive support solutions.

Generative AI Integration – Experimented with AWS Bedrock LLMs and Zoom SDKs to demonstrate next-gen use cases for video meetings, chatbots, and virtual agent support.

HEAD OF TECHNOLOGY | CO-FOUNDER | MARKETING LEADER | SEO STRATEGIST

Feb 2024 - Sep 2025

Clothovia
📍 Remote, Kolkata
Architected and managed the end-to-end e-commerce platform, integrating technology, AI-driven automation, and growth strategies. Focused on scalability, SEO/GEO visibility, and digital marketing to drive business outcomes.

AI/Automation – Created AI Agents for automated blog posting using Google Trends data, designed with a content mix of 70% product-category blogs, 20% storytelling, and 10% success stories. Leveraged Agentic AI workflows and automation tools (N8N, AWS Bedrock, GCP Vertex AI) to scale content generation and improve engagement.

Core Stack – Node.js, MongoDB, AWS Lambda, AWS SQS, AWS Step Functions

Frontend – Shopify, Angular20+

AI/Automation – AI Agents for blog posting, Generative AI for scalable content creation, Automation Pipelines for product sync and updates (N8N, Make.com, Zapier)

SEO/GEO – Search optimization, structured data, schema markup, Google Tag Manager, Google Search Console, Bing Webmaster Tools, Pinterest indexing

Marketing & Growth – Digital marketing campaigns (Facebook Ads, Google Ads), analytics-driven targeting and customer acquisition

Cloud & Infra – AWS S3, CloudFront, CloudWatch, SES, SNS, Cognito, SSO etc

Others – Roadmap planning, process automation, scalable system design

Dedicated to building a robust, AI-enhanced e-commerce ecosystem that combines technical architecture, SEO/GEO strategies, and digital marketing execution, ensuring growth, reliability, and customer engagement.

LEAD FULLSTACK DEVELOPER

May 2021 - Dec 2023

VMware
📍 Remote
I'm a Full Stack developer, responsible for working on multiple VMware internal products.

Technology used:

FrontEnd - React, Angular14+
Backend - Java Spring Boot, Nodejs
API - APIGETWAY, LAMBDA
Vmware Cloud, Dockerized container, Sonar Cube.
Database - MongoDB, Postgres, Elasticsearch
AI/ML – Generative AI, Hugging Face, TensorFlow, Sentiment Analysis, Summarization Models
Server - AWS S3 Bucket, AWS SES, Lambda
Repository - Gitlab
Others - IBM WATSON, XRAY, CloudFront, AWS Cloudwatch, AWS Cognito, IdentityPool, AWS SNS, AWS SES, Microservices, Docker, MySQL.

LEAD MEAN STACK DEVELOPER

Feb 2019 - May 2021

Asianetnews Media and Entertainment Pvt Ltd
📍 Bangalore, India
I'm a Lead Meanstack developer here, also working as an individual contributor. Only 1 project I am handling alone. The project is headless CMS. It is a complete Serverless build on Angular8+. Parallely also build 1 project without taking anyone's help. Which is based on Angular8+ and NGX-Admin

Technology used:

FrontEnd - Angular8+
Backend - NodeJS
API - AWS APIGETWAY, AWS LAMBDA
Database - AWS Dynamodb, AWS Elasticsearch, AWS Kibana
Server - AWS S3 Bucket, AWS SES
Pipeline - AWS CodePipeline
Repository - AWS CodeCommit
Others - AWS XRAY, AWS CloudFormation, AWS CloudFront, AWS Cloudwatch, AWS Incognito, AWS SNS, Microservices, Docker.

LEAD DEVELOPER

Jun 2017 - Feb 2019

Datanow Solutions LLP
📍 Bangalore, India
I work as a Lead Mean Stack Developer also worked as an individual contributor. I am handling a team of 25+ developers, QA engineers, and Product Manager Handling more than 8+ projects. It is having only 1 backend. Follow the agile methodology and the scrum meeting daily basis

Technology used:

FrontEnd - Angular6+
Backend - NodeJS
Database - Mongoddb, Elasticsearch, Kibana, Logstash, Filebeat
GIS - MapboxGL Latest version for Clustering data
Server - AWS EC2, AWS S3 Bucket, AWS SES, AWS SNS, AWS Terraform
Pipeline - Jenkins
Repository - Bitbucket
Others - Microservices, Docker.

MEANSTACK DEVELOPER

Jan 2016 - Apr 2017

Let me find E-Services Pvt Ltd
📍 Bangalore, India
I'm a mean stack developer. I spend my whole day, practically every day, experimenting with writing API and database; The project was an E-Commerce portal

Technology used:

FrontEnd - Angular2+
Backend - NodeJS
Database - Mongoddb, Elasticsearch, Kibana
Server - AWS EC2, AWS S3 Bucket, AWS SES
Others - Microservices, Docker.

SOFTWARE DEVELOPER

Jan 2015 - May 2015

TANGENT PRO
📍 Bangalore, India
I worked in a team-oriented environment for all aspects of product development (design, implementation, test, and maintenance support). Work closely with the team in early product phases to facilitate agile development methodology. Participate in software development using Agile/Scrum development process

Technology used:

FrontEnd - Angular
Backend - NodeJS
Database - Mongoddb, Elasticsearch
Server - AWS EC2, AWS S3 Bucket, AWS SES

SOFTWARE DEVELOPER

Aug 2011 - Mar 2012

Pathbrekerz Technology
📍 Kolkata, India
I'm a web developer. I spend my whole day, practically every day, experimenting with HTML, CSS, JavaScript, and Ajax, initial my careers, in Kolkata. Backend we are using PHP and database MySQL.

Technology used:

FrontEnd - HTML, CSS, Bootstrap, JavaScript, Ajax
Backend - PHP
Database - MySQL
Server - AWS EC2

AWARDS



TECHGIG

Aug 2018

Certificates received from Techgig.
Link - https://rb.gy/78db9p

PHP AND MYSQL.

Jul 2015

IIT BOMBAY
Certificates received from IIT BOMBAY for PHP and MYSQL. PHP and MYSQL
Link - https://rb.gy/44w1i

CCNA

May 2013

CCNA Certificates received. CCNA Course for Networking

Link - https://rb.gy/y6zrb1

GUINNESS WORLD RECORD

Jun 2017

Recognized as a top 10 programmer from Techgig, in June 2017. Also received certificate from Guinness World Record.

Link - https://rb.gy/1x0a21

PUBLISHED JOURNAL IN IJSRD

Apr 2015

College Project -
Swift Statistic Examiner with Packet Generator& Distribution Graphs
Link - https://rb.gy/4tjfu2

LIVE PROJECTS



I have done some live project using (HTML5, CSS3, Bootstrap, JavaScript, Websocket, Angular 20+ Nodejs and Mongoddb, AWS Dynamodb, postgress, Elasticsearch, Kibana, AWS API Gateway, AWS cloudfront, AWS route 53, AWS s3 bucket, AWS EC2). Therefore, I am providing the link below.

- https://cms.asianetnews.com/
- https://asianetnews.com/
- https://tamil.asianetnews.com/
- https://telugu.asianetnews.com/
- https://kannada.asianetnews.com/
- https://hindi.asianetnews.com/
- https://www.mynation.com/
- https://newsable.asianetnews.com/
- https://bangla.asianetnews.com/
- https://rb.gy/8e9xh3

AREAS OF EXPERTISE



- Leadership
- Techmentor
- Communication
- Teamwork
- System Design & Architecture
- Databases & Storage
- AI/ML & Agentic AI
- People Management
- DevOps & CI/CD
- Cross-functional Collaboration
- Cloud Platforms (AWS/GCP)
- Security & Compliance (SOC2, GDPR, DPDP)

MOSTLY PROUD OF



Portfolio

https://atiqueahmed.com



Github

https://github.com/codeztech-atique



Leetcode

https://leetcode.com/codeztech-atique/



HackerRank Profile

https://www.hackerrank.com/Atique_Ahmed



Techgig

https://www.techgig.com/atiqueahmed4



StackBlitz

https://stackblitz.com/@codeztech-atique



Techmentor on Youtube | Codeztech

https://youtube.com/codeztech



Techmentor on Facebook | Codeztech

https://www.facebook.com/CodezTechnology



Blogger | Codeztech

https://www.codeztech.com/



Google Chrome Extension - Easily Access Codeztech Content

https://rb.gy/ekku2f

EDUCATION



Bachelor of Computer Application

Apr 2008 - Apr 2011

Pailan College of Management & Technology

📍 Kolkata, India

have completed my Bachelor of Computer Applications(BCA), from Pailan College of Management and Technology with 75%

Masters of Computer Application

May 2012 - May 2015

Visvesvaraya Technological University

📍 Bangalore, India

I have completed my Masters of Computer Applications(MCA), from The Oxford College of Engineering with 75%

TECHNICAL SKILLS



HTML	CSS
Agile & Scrum	Data Structure
NodeJS	Angular 20+
MongoDB	MeanStack
Elasticsearch	Kibana
Logstash	Filebeat
Postgres	Java Spring boot
React	AWS Cognito
AWS EC2	AWS Dynamodb
AWS Elasticsearch	AWS Kibana
AWS Lambda	AWS Codecommit
AWS Cloudfront	AWS Apigetway
AWS S3	AWS Simple Email Service
AWS SNS	AWS Cloudformation
AWS ROUTE53	AWS Cloudwatch
Jenkins	Docker
Amazon Lex	AWS APIGateway
Websockets	Microservices
Python	Prompt Engineering
RAG	MCP Server
Langchain	Langgraph
N8N	Data Structure & Algorithm
System Design	Google Vertex AI
AWS Bedrock	AI Agents
SDLC	developer relations
cross-functionally	go-to-market
communication skills	verbal communication
Open Source	sass
state management	PaaS
People Management	Mentorship
Resource Allocation	Distributed Systems
Scalability	Concurrency
System Architecture	Event-Driven Architecture

RECENT COMPLETE PROJECT



Zoom Engage AI

Sep 2025

Driving innovation in customer support by developing AI-powered automation for ticket deduplication, sentiment tracking, and intelligent summaries. Designed to enhance ServiceNow-style workflows by embedding Generative AI and Agentic AI to improve ticket clarity, identify negative sentiment early, and automate resolution workflows.

Core Stack – Node.js, MongoDB
AI/ML – AWS Bedrock (LLMs), Generative AI, Agentic AI, Retrieval-Augmented Generation (RAG), Sentiment Analysis, AI Summarization
API & Serverless – AWS API Gateway, AWS Lambda
Cloud & Infra – AWS S3, AWS CloudFront, AWS CloudWatch
DevOps – Dockerized containers, GitLab CI/CD
Others – ServiceNow-style ticketing integration, SonarQube for code quality

Dedicated to bridging AI and enterprise support systems, ensuring early escalation detection, faster resolution times, and improved customer experience through autonomous AI-driven workflows.

Zoom Virtual Agents

Sep 2025

Architected and enhanced Zoom Virtual Agents to deliver intelligent, automated customer support within Zoom Contact Center. Designed workflows for multi-channel (voice, chat, video) automation, natural language understanding, and proactive assistance to improve customer experience and reduce live agent load.

Core Stack – Node.js, Typescript
AI/ML – AWS Bedrock (LLMs), Generative AI, Intent Recognition, Contextual NLU, Multi-turn Dialogue Management
API & Serverless – AWS Lambda, API Gateway, Zoom SDKs
Cloud & Infra – AWS S3, CloudFront, DynamoDB, CloudWatch
DevOps – Dockerized microservices, GitLab CI/CD
Others – Contact Center integration, Zoom Contact Center APIs, Elasticsearch for knowledge retrieval

Focused on increasing resolution rates through AI-driven automation, enabling self-service experiences that reduce operational costs and provide faster responses across support channels.

Zoom AI Companion

Sep 2025

Contributed to Zoom AI Companion initiatives, delivering AI-powered productivity features across meetings, chat, and collaboration tools. Implemented real-time summarization, action item extraction, and contextual Q&A, leveraging generative AI to reduce manual work and improve efficiency.

Core Stack – Node.js, TypeScript
AI/ML – AWS Bedrock (LLMs), Generative AI, AI Summarization, Sentiment Analysis, RAG-based Contextual Q&A
API & Serverless – AWS Lambda, API Gateway, Zoom Meeting/Chat SDKs
Cloud & Infra – AWS S3, CloudFront, CloudWatch, DynamoDB
DevOps – Dockerized pipelines, GitLab CI/CD
Others – Meeting intelligence APIs, AI-driven note-taking, Slack/ServiceNow integrations

Enabled smarter collaboration by embedding AI into Zoom's ecosystem –reducing meeting fatigue, increasing focus on decision-making, and automating repetitive tasks through seamless AI augmentation.

AsianetNews - Headless CMS

Feb 2019

Architecture - Complete Serverless

Roles and Responsibility: I have worked as Lead Mean Stack Developer. Perform project design and development activities according to customer specifications. Worked on the Front-End & Backend part. In Front-End I have done design and implementation of backend API with node.js.

Language used:- Angular 18, Node JS 18.9.4, Elasticsearch 67.0.0, JavaScript, HTML5, CSS

Database used:- AWS Dynamodb, AWS Elasticsearch, Kibana, AWS API Gateway, AWS Lambda, AWS X Ray, AWS Cloudfront, AWS Route53, AWS

Technology used:- AWS Lambda, AWS EC2, AWS SNS, AWS SES, AWS API Gateway e.t.c

Walmart Astro Project

Nov 2022

Astro is the heart of Walmart, In order to check what customer order failing at what stage. I will be responsible to build a few modules like - Create order, and Move order, in Astro platform.

Language used:- Angular 18, Node JS 18, Elasticsearch 7.0.0, JavaScript, HTML5, CSS

Database used:- AWS Dynamodb, AWS Elasticsearch

Technology used:- Serverless, AWS Lambda, AWS EC2, AWS SNS, AWS SES, AWS API Gateway e.t.c

PERSONAL PROJECT



Customer Complaint Forum

Sep 2019

Public
This Customer Complaint Forum or We can say Customer Review Forum. Any Customer can come to register with us. Put some review about the about the product. Product guy can use do register as an agent, make login and they can resolve the customer problem by click on details page. Once done they can change the status active to inactive

Technology used - Angular 12+, NodeJS, MongoDB

Hosting - AWS Lambda, AWS API Gateway, AWS S3 (Serverless)

Website - https://rb.gy/jw0bcu

Meanstack Crud

May 2020

Public
This is Simple MeanStack Crud Application with MapboxGL. Once the user registered with us, We are simply showing the userdata and location into the world map and datatable.

Technology used - Angular 6+, NodeJS, MongoDB, MapboxGL

Hosting - AWS Lambda, AWS API Getway, AWS S3 (Serverless)

Website - https://rb.gy/gqa6h4

Codeztech Social Networking Site

Dec 2020

Public
This is a social network commenting platform like facebook or linkedIn. I build this in 3 days using Mean Stack.

Technology used - Angular 12+, NodeJS, MongoDB

Hosting - AWS Lambda, AWS API Getway, AWS S3 (Serverless)

Website - https://rb.gy/wperzp

LANGUAGES



English	🇬🇧 🇬🇧 🇬🇧 🇬🇧
Hindi	🇮🇳 🇮🇳 🇮🇳 🇮🇳
Bengali	🇬🇧 🇬🇧 🇬🇧 🇬🇧

DECLARATION



I, hereby, solemnly declare that all the information made is true and correct to the best of my knowledge and belief.