

SYED HAMZA ZAIDI

engineering agentic ai systems, memory, and infra

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Summary

Agent orchestrator. I don't write code or debug anymore, I build agents and flows which do it for me. I've led projects in a multi-billion dollar MNC, a seed stage startup, and built software from scratch as a founding engineer.

Experience

faff Bengaluru, India
AI Engineer 12/2025 - Present

faff is a seed stage startup (backed by Nexus Venture Partners, \$3 million raised) building an AI personal assistant and concierge service.

- Automated the entire customer facing chat experience through a multi-agent system, optimizing for latency and cost.
- Worked on voice agents, WhatsApp as an interface for agents, temporal memory, RAG, multi-agent coordination.

Salesforce Hyderabad, India
Member of Technical Staff 08/2023 - 12/2025

Founding member of the GenAI Developer Experience team.

- Designed a federated search engine for all internal knowledge using Retrieval Augmented Generation (RAG) from scratch. Wrapped it in an agentic chatbot for ease of use.
- Contributed to a managed LangChain / LangGraph agent service (bring your own agent).
- Hosted managed MCP services on a central platform.
- Awarded "Best Internal Product"** from 50+ entries in a company-wide hackathon.
- Awarded the "Tech & Product All-Star Award"** - a peer nominated award presented to the top 1% of all Tech & Product employees.

Salesforce Hyderabad, India
Associate Member Of Technical Staff 06/2022 - 08/2023

- Enhanced organizational transparency and trust by developing an executive dashboard, providing leadership with real-time visibility into organization-wide initiatives.
- Reduced monthly report generation time for the CTO from 2 days to 2 minutes by automating manual tasks across multiple teams.
- Designed a data lake in CRM Analytics and pipelines using Apache Airflow for extracting, transforming, and loading data from various first-party and third-party platforms like Splunk, Honeycomb, Salesforce, SQL database, Postgres, BigQuery, and more to power a Tableau dashboard.

Salesforce Remote
Freelance Software Engineer (in parallel to my final year of undergrad) 10/2021 - 05/2022

- Designed and deployed an NLP (Natural Language Processing) model to categorize support threads into FAQ buckets using semantic segmentation.
- Integrated the Salesforce Einstein Bot API with an internal Slack bot to provide users escalation paths in Slack support channels.
- Redesigned the NLP preprocessing for the Information Retrieval models, increasing the Query Resolution Rate from 2% to 16%.

Salesforce Remote
Software Engineer Intern 06/2021 - 07/2021

- Designed and implemented an Information Retrieval model to rank documents based on Semantic Textual Similarity retrieved from multiple internal knowledge sources.
- Deployed the model to production where it served over 200 teams and 30,000+ Daily Active Users (DAUs).
- Created an automated testing framework as part of the CI/Continuous Integration to automate the testing of the Information Retrieval models against multiple datasets.

Education

Birla Institute of Technology and Science, Pilani 01/2018 - 12/2022
Bachelor of Engineering - BE, Electronics and Instrumentation Engineering

- Head Teaching Assistant for Neural Networks & Fuzzy Logic:** Led a team of 12 Teaching Assistants to design assignments and workshops for 120+ students enrolled in the semester-long course
- Courses:** Information Retrieval, Neural Networks & Fuzzy Logic, Graph Mining, Data Structures & Algorithms, Object Oriented Programming, Discrete Structures for Computer Science, Digital Image Processing, Combinatorial Mathematics

Projects

finoco.ai - Financial Analysis using Generative AI

01/2025 - 06/2025

- Founding Engineer at a pre-seed startup building the initial product from scratch.
- Python FastAPI backend with Redis cache using LangChain and LangGraph to design agents leveraging OpenAI, Perplexity, and Gemini models.
- Go API service and Postgres database to handle the user sessions, chat threads, and vectorDB.
- Horizontally scalable backend deployed on AWS EKS as a Kubernetes cluster with Docker images.
- React based frontend built using shadcn ui components, served on AWS Amplify.

Secure Face Recognition - Salesforce InTurn Innovate Hackathon

06/2021

- Won 1st prize in the Salesforce InTurn Innovate Hackathon 2021
- Invented a novel robust authentication mechanism based on face recognition and liveness detection.
- Deployed the model via a Flask backend and a dynamic Salesforce Lightning Web Components frontend.
- Designed and implemented a custom liveness detection mechanism, utilizing real-time statistical modeling to analyze facial reflections against dynamically changing background colors, effectively thwarting still images, videos, and deepfake attacks.