

SIDDHARTHA JAGADESH

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SUMMARY

Senior Software Engineer with 8+ years of experience building scalable backend platforms, enterprise workflows, and production AI systems. Currently part of the MuleSoft AI team, working on agentic AI infrastructure, MCP/A2A communication policies, multi-agent orchestration, LLM Gateway capabilities, model/provider routing, policy enforcement, and LLM rate-limiting controls. Strong hands-on experience across distributed systems, API platforms, production reliability, performance optimization, data systems, and AI governance workflows.

PROFESSIONAL EXPERIENCE

Senior Software Engineer, MuleSoft AI

2025 - Present

Salesforce / MuleSoft

- Building production AI platform capabilities for MuleSoft focused on agentic systems, LLM governance, model orchestration, and enterprise-grade policy enforcement.
- Worked on A2A and MCP policies supporting agent-to-agent and Model Context Protocol communication patterns across MuleSoft AI workflows.
- Contributed to Agent Broker / Agent Graph, a configurable multi-agent orchestration system for chaining and coordinating agents into structured enterprise workflows.
- Worked on LLM Gateway capabilities for governed provider access, model/provider routing, request policy enforcement, org-level controls, and model-based overrides.
- Currently working on virtual-key based LLM rate limiting across user, model, provider, request, token, and cost dimensions.

Software Developer

2022 - 2024

Microsoft

- Spearheaded MetaDataMover to improve near real-time support-data availability by bypassing CrystalDB.
- Architected a GDPR-compliant near real-time support-data scrubbing mechanism for privacy and regulatory compliance.
- Built Case Buddy and contributed to scalable web services focused on reliability, performance, and maintainability.

Software Developer IC2

2020 - 2022

ServiceNow

- Led development of Flow Designer capabilities, simplifying workflow setup for users with limited technical knowledge.
- Designed and implemented the Review and Submit experience in ServiceNow Workspace to reduce submission errors.
- Resolved WCAG 2.0 accessibility defects and delivered production-ready enterprise workflow features.

Back-End Developer

2018 - 2020

Zoho Corporation

- Built Zoho Notebook backend features including prediction-based capabilities using machine learning techniques.
- Developed Pause and Resume support for file uploads and built Evernote-to-Zoho Notebook migration capabilities.
- Created a Download Server feature to optimize download requests and reduce download time by approximately 30%.

EDUCATION

B.Tech, S.R.K.R College of Engineering

2014 - 2018

TECHNICAL SKILLS

Languages:

Java, Python, JavaScript, C++, C#, SQL

AI / LLM Systems:

Agentic AI, MCP, A2A, LLM Gateway, model routing, provider orchestration, semantic routing, semantic caching, guardrails, AI governance, rate limiting, token/cost controls

Backend & Platforms:

Distributed systems, API gateways, microservices, workflow systems, scalable web services, performance optimization

Data & Search:

MongoDB, Apache Solr, MySQL, data pipelines, indexing, search optimization

Tools:

Git, ReactJS, Android SDK, Django basics

AREAS OF INTEREST

LLMs, Agentic AI, Multi-agent Systems, Tool-calling Systems, AI Governance, Evaluation and Guardrails, Distributed Systems, Data Structures and Algorithms