Alan Biju

Software Engineer

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Dynamic Software Engineer with expertise in **React.js, Vue.js, Python, and API integration**. Skilled in **scalable application development, UI/UX design, and workflow automation**. Passionate about building efficient, user-centric solutions that enhance performance and business impact.

WORK EXPERIENCE

Fisdom • Bengaluru, Karnataka   Aug 2022 - Present
Software development engineer • Full-time

- **Developed** and **maintained** scalable web applications using **ReactJS, Vue.js, and Python**, improving customer satisfaction and system performance.
- **Integrated** third-party APIs into existing application architectures, enhancing functionality and **ensuring seamless user experiences**.
- **Designed and launched** a user-centric service portal for customers to update personal information and manage banking tasks (e.g., adding DDPI pledge), **reducing customer service inquiries**.
- **Built and optimized** a workflow management system that integrated sequential and individual tasks, **streamlining processes and improving operational efficiency.**
- **Engineered** a real-time WhatsApp chat interface, **reducing response time and improving customer satisfaction**.
- **Implemented** a chat assignment system prioritizing **High Net-Worth Individuals (HNIs)** while optimizing workload distribution using **FIFO**, ensuring **faster response times**.
- Automated chat status tracking improves agent productivity and enhances operational transparency.
- **Developed** a structured disposition protocol, allowing agents to efficiently **categorize interactions and improve follow-ups**, leading to **better data-driven decision-making**.

Techsnap • Chennai, Tamil Nadu   Nov 2021 - Jul 2022
Frontend Web Developer • Freelancer

- Designed and developed user interfaces for mobile and web applications, enhancing user engagement and satisfaction within 3 months.
- Created a library of reusable UI components that streamlined the development process, fostering collaboration and innovation among team members.
- Led the design of a user-centric interface that streamlined navigation, resulting in a significant increase in user satisfaction and retention.

Mavoix Solutions Private Limited • Bengaluru, Karnataka   Aug 2021 - Nov 2021
React Developer • Internship

- Design and Implement web architecture considering performance and scalability
- Design and construction of REST API
- Integrating front-end UI with the constructed API

SKILLS

Framework

- React.js
- Vue.js
- Frappe

Programming Language

- JavaScript
- Python (Programming Language)
- HTML
- css3

Tools

- Docker

AWARDS & SCHOLARSHIPS

Spirit of fisdom
Jun 2024
Fisodm

EDUCATION

Visvesvaraya Technological University
Bachelor's degree in Computer Science
Jan 2018 - Jan 2022

Sri Adhicunchanagiri PU College
PUC in PCMB
Jan 2016 - Jan 2018

CERTIFICATIONS

Front End Development
Jun 2021 - Present
Udemy

JavaScript Algorithms and Data Structures
Nov 2020 - Present
freeCodeCamp