

# Full-Stack Developer Job Description

## About the job

### About Richpanel:

At Richpanel, we are doing something radical, something unconventional. We believe the future of customer service is no service. We believe the \$260B+ BPO market will cease to exist in just a few years and Richpanel aims to be the pioneer that leads this change. We have over 2000+ customers who believe in our vision and we are backed by Sequoia Capital.

### What we are building:

Richpanel is a SaaS platform that lets e-commerce brands build self-service interfaces similar to what you see on Uber/Amazon. Brands that use Richpanel need 2x less agents and resolve up to 50% of potential customer interactions through our proprietary self-service technology. We are on mission to take this to 90% self-resolution.

### Who you'll be building with:

Our leadership team has 20+ years of experience leading multi-million dollar ventures and Fortune 500 companies in the e-commerce industry. We're a team of passionate and driven individuals who strive for excellence and push each other to reach our full potential. Together we are building an iconic company and extraordinary outcomes for each other.

We take hiring very seriously and believe in finding the perfect career fit. A+ team members have the right to A+ team members. So we always want to surround ourselves with the best of the best.

### About the Richpanel Product:

Richpanel is an innovative customer support platform that helps businesses deliver exceptional customer experiences. It offers a unified view of customers' interactions, orders, and support tickets, and enables seamless omni-channel support across email, chat, phone, and social media. With automation and AI-powered features, it streamlines support processes and enhances productivity.

Richpanel also provides self-service tools and robust analytics for data-driven decision-making.

### About the role:

As part of the engineering team, you have the opportunity to be a part of the founding team of engineers that will work on building core features for the Richpanel Product.

As a Full Stack Developer at Richpanel, you will play a critical role in developing and maintaining our software products. You will be responsible for both front-end and back-end development, working closely with the product team to deliver high-quality and scalable solutions.

What you will do:

- Building and implementing "Pixel" perfect approved user interfaces for the Richpanel product

- Design and construct efficient REST APIs and integrate with the front-end for a smooth UI experience
- Troubleshoot, test and maintain the products and databases to ensure strong optimisation and functionality of the Richpanel product
- Write clean, maintainable, and efficient code for both front-end and back-end development
- Expertise in working with AWS, Micro-services architecture, Cloud-based APIs, databases, software design and programming best practices

### **Experiences and Qualifications:**

- Bachelor's Degree from a reputed institute - preferably in Software Engineering or Computer Science
- Internship experience as a Full Stack Developer or similar role in a SaaS or software development environment
- Working knowledge of Javascript programming languages and frameworks like Node.js, Vue.js, React/Angular.js and databases like SQL, NoSQL and Graph databases

### **But, what's in it for you?**

- Mission driven team and a sense of purpose
- Fully Remote set-up that thrives on communication
- A Macbook to supercharge your productivity
- Market leading salary (In the 90th percentile)
- 2-4 team catch-ups and offsites a year
- Health Insurance (for you, and your dependents)
- Generous budget for desk setup
- Support for up-skilling
- ESOPs awarded to top performers

### **Want to learn more about us? Check these out:**

Check out the product here : <https://www.youtube.com/watch?v=yZkJ5xCBeiM>

### **Humble brag - here where we've featured :**

#### **Forbes -**

[www.forbes.com/sites/davidprosser/2020/12/09/binning-the-bots-with-richpanel-to-transform-customer-service/?sh=1ef1a2c285c0](https://www.forbes.com/sites/davidprosser/2020/12/09/binning-the-bots-with-richpanel-to-transform-customer-service/?sh=1ef1a2c285c0)

**TechCircle** - [www.techcircle.in/tag/richpanel](https://www.techcircle.in/tag/richpanel)

#### **Yourstory -**

<https://yourstory.com/2020/12/funding-alert-customer-service-platform-richpanel-sequoia-surge/>

**Here's what our customers say about us** - <https://apps.shopify.com/customer-supportCTC>