

Abhishek Singh

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EDUCATION

B.TECH.

GBPIET

Aug 2020 | Uttarakhand, India

Grade: 82%

INTERMEDIATE

SAINIK SCHOOL GHORAKHAL

Mar 2015 | Uttarakhand, India

Grade: 92%

LINKS

Github:// [prochnost55](#)

LinkedIn:// [prochnost55](#)

Scaler:// [prochnost55](#)

SKILLS

PROGRAMMING

JavaScript Core • ReactJS • Redux •

NodeJS • TypeScript

Familiar with:

AWS • JAVA • MongoDB • MySQL •

Agile Methodology • SpringBoot

EXPERIENCE

KOMMUNICATE | SOFTWARE DEVELOPMENT ENGINEER - II

Aug 2022 - Present | Bengaluru, India

- Scaled Kommunicate's agent dashboard to handle 3000 concurrent agents, increasing capacity and improving customer support. Collaborated on **JAVA** backend enhancements, introducing new **APIs** and updating existing flows, resulting in successful onboarding of major clients and **revenue growth**.
- Developed Flow Designer, an interactive **node-based UI** for designing and automating conversational workflows. Optimized **ReactJS** components for reusability, implemented custom hooks, and integrated **Redux** store for efficient state management. This innovation led to a significant 33% increase in adoption of the Kompose chat bot builder, demonstrating its effectiveness and appeal to users.
- Revamped and optimized the Analytics dashboard in Kommunicate, enhancing the **NodeJS** backend by adding relevant indexes in **SQL** tables. This optimization reduced response time of analytics **APIs** from 450ms to 250ms, improving data retrieval performance.
- Migrated the chat widget component from an **EC2** instance to **AWS Amplify**, resulting in a notable reduction in website load time from 5 seconds to under 2 seconds. By pre-computing and storing resources on a CDN, deployment efforts for the OPS team were minimized.
- Transformed the user interface (UI) of the Integration section in Kommunicate using **ReactJS** and **Redux**, enabling seamless integration with over 40+ platforms. This UI overhaul significantly reduced integration-related support queries by 60%.

KOMMUNICATE | SOFTWARE DEVELOPMENT ENGINEER - I

Nov 2020 – Jul 2022 | Bengaluru, India

- Resolved critical bugs and addressed UI issues, leading to a substantial increase in Net Promoter Score (NPS) to 30. The product's stability and reliability improved.
- Successfully led a team of three members since October 2021, providing **guidance and mentorship** that enhanced productivity and work quality.
- Implemented Sentry, an error tracking and **performance monitoring** tool, enabling swift issue identification and resolution. Achieved 99.9% crash-free sessions.
- Integrated Kommunicate with Twilio and Dialog360 for WhatsApp, attracting new customers seeking AI chatbot solutions on WhatsApp.
- Implemented language localization using the **i18next** framework, making the dashboard accessible in multiple languages to cater to user preferences.
- Empowered the sales and support teams to effectively address customers' specific requirements, enhancing their ability to deliver tailored solutions.

AWARDS & RECOGNITIONS

2023 Emerging Leader

2023 Team Player

2022 Winner of BugBash Event at Kommunicate

2022 Best Performer of the Quarter at Kommunicate for Q1, 2022

2021 Best Performer of the Quarter at Kommunicate for Q1 and Q2, 2021