Gagandeep Bhagra

Fullstack Developer

SDE with experience of 2+ years in building and maintaining cloud-based communication products, seeking a challenging role as an SDE1 I am skilled in React, Redux.js, TypeScript, and agile methodologies.

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WORK EXPERIENCE

Software Development Engineer
Real Time Data Services

01/2021 - Present   *Gurgaon, India*
Achievements/Tasks

- Developed and maintained cloud-based communication products including Acefone, Servetel, and Smartflow.
- Collaborated closely with cross-functional teams to identify and resolve software bugs, ensuring smooth product functionality, Contributed actively to product discussions, providing valuable insights for improving user experiences.
- Ensured a robust and maintainable codebase, enhancing the application's usability and extending its potential for further development and improvements.
- Integrated diverse CRM systems such as Leadsquared, Freshsales, Freshdesk, and HubSpot, enabling seamless cloud-based communication for clients.
- Effectively communicated with stakeholders, understanding client requirements and delivering optimal solutions.

EDUCATION

Bachelors of Technology Electronics and Communication Engineering
Guru Tegh Bahadur Institute of Technology

08/2017 - 06/2021   *CGPA: 8.1*

Class 12th
CBSE

04/2016 - 05/2017   *Percentage: 84.8%*

SKILLS

React   Typescript   Javascript   Data Structures

Algorithms   SQL   Java   PHP   MVC   GIT

Design   Redux   Nodejs

Object Oriented Programming

PROJECTS

Provider APP (01/2023 - Present)
- Collaboratively developed a cloud-based **CRM** communication app with integrated **WebRTC** and **PSTN** calling.
- Utilized **ReactJS**, Redux, and **TypeScript** for frontend, and **WebSockets** for real-time updates.
- Implemented **OAuth** and **API** key authentication for secure connections to third-party CRMs, enhancing overall product security.

Attended Transfer & conference calling (09/2022 - 09/2022)
- Developed and integrated advanced communication features into a PSTN calling system using ARI (**Asterisk REST Interface**) in **Node.js**. Implemented Attended Transfer and Conference Calling functionalities, enhancing the capabilities of the system.
- Utilized the ARI to interact with the underlying telephony system & it's capabilities to manage ongoing calls, monitor call states, and control call flows.

Dialer Integration with Leadsquared CRM (05/2022 - 08/2022)
- The project is focused on bridging the communication gap between our Auto-Dialer and Leadsquared CRM.
- Enabled secure integration through **API** key **authentication**.
- The Auto-Dialer is built using **ReactJS** with **TS** & backend **REST APIs** for **Leadsquared** CRM integration using Laravel in **PHP**, ensuring seamless data exchange and system connectivity.
- Collaboration: Worked closely with the technical teams of both the Auto-Dialer and Leadsquared CRM to ensure smooth integration and adherence to requirements.

ACHIEVEMENTS

CRM Integration
• Successfully launched third-party CRM integrations (Multiple CRMs like Freshsales, Leadsquared, Freshdesk, and many others) with our existing cloud telephony products, resulting in a 30% increase in customer experience and service.

Star Performer Award (10/2022 - 12/2022)
• Received star performer Award of the Quarter.