

# Chaitanya Chandra Kishor Mishra

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## EXPERIENCE

### CAPGEMINI | ANALYST

September 2024 – Present | Mumbai, India

- Developed and deployed microservices-based applications using Java, Spring Boot, and MySQL.
- Designed and implemented authentication using JWT and OAuth2 for secure access control.
- Created AI-powered ticketing systems using Dialogflow CX integrated with ServiceNow API.
- Developed a Playbook agent for restaurant kiosk issue resolution using RAG-based retrieval.
- Integrated Google Cloud services like Cloud Run, Cloud Functions, and Cloud SQL.

### ACCERONTECH SOLUTIONS PVT. LTD. | PROJECT MANAGEMENT INTERN

June 2023 – December 2023 | Thane, India

- Managed multiple projects using Agile methodologies and Jira.
- Led communication between developers and clients, prepared documentation, and facilitated project delivery.
- Created analytical reports using Power BI for data-driven decision-making.

### BLOCKTING | PROJECT MANAGEMENT INTERN

December 2022 – May 2023 | Jalandhar, India

- Managed blockchain-based projects, conducted market research, and engaged with clients.
- Implemented project management plans using Trello, Notion, and Slack.

### SNAPPER FUTURE TECH | BLOCKCHAIN RESEARCH & DEVELOPMENT INTERN

February 2022 – August 2022 | Pune, India

- Conducted R&D on Hyperledger Fabric and Bevel, contributing to Trace Chain POC.
- Explored blockchain integration with IBM Watson for IoT-based solutions.

## EDUCATION

### G. H. RAISONI COLLEGE OF ENGINEERING

B.TECH IN DATA SCIENCE

2020 – 2024 | CGPA: 8.52

## CERTIFICATIONS

- IBM Blockchain Foundation Developer
- AICTE Machine Learning Certification (SLAS276504)

## TECHNICAL SKILLS

**Programming Languages:** Java, Python, JavaScript, SQL, HTML, CSS

**Frameworks:** Spring Boot, JPA, Angular, LangChain, Mockito, JWT

**Tools:** Dialogflow CX, ServiceNow API, Vertex AI, API Gateway, Swagger, Postman

**Databases & Cloud:** MySQL, Firestore, Cloud SQL, GCP, Cloud Storage, Compute Engine

**Development:** Agile, Scrum, Kanban

## PROJECTS

### AI-POWERED SERVICE DESK AGENT | CAPGEMINI

- Developed a Dialogflow CX agent integrated with ServiceNow API for automated ticketing.
- Utilized LangChain for enhanced chatbot capabilities and RAG-based responses.

### RESTAURANT KIOSK SUPPORT AGENT | CAPGEMINI

- Designed a Playbook agent using Dialogflow CX to troubleshoot and resolve restaurant kiosk issues.
- Implemented on-call authentication and personalized recommendations.

### ASSET TRACKING USING BLOCKCHAIN

- Built a blockchain-based asset tracking solution using Hyperledger Fabric.

## LINKS

Github:// Chaitanya2305

LinkedIn:// Chaitanya Mishra