

# Dhiren Kirpalani

## Software Developer

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### SUMMARY

Began my programming journey by finishing Hacktiv8 bootcamp, where I became a proficient full-stack web developer. This decision to transition from my previous career in Operations was driven by my lifelong dedication to technology. I thrive in fast paced environments where I can play an instrumental role in identifying, and optimizing any inefficiencies, and providing clear, actionable, realistic solutions to eliminate them.

### EDUCATION

#### Hacktiv8

Full Stack JavaScript Immersive Program ([Transcript](#))

Jakarta, Indonesia

January 2024 – April 2024

#### Philippine School of Business Administration

Bachelor of Science in Business Administration

Jakarta, Indonesia

2018 – 2021

### WORK EXPERIENCE

#### Aspire Financial Technologies

Product Operations Analyst

Jakarta, Indonesia

November 2021 - December 2023

- Developed two credit product features which brought in >200 clients with an estimated revenue of >USD 10,000.00. Analysed the end-to-end process including, creating user stories, and mapping the as-is state to future state. Collaborated with Product Designers to conduct A/B testing on the UI elements, and the in app target flow.
- Created automation and error-proofing tools to reduce manual data entry errors by 95%, and improve operational SLAs for bill and invoice generation by 90%. Created Bill Generation tool for credit clients, moving team manual work of 20 hrs / month to 4 hrs / month. Created Subscription Invoice Generation tool for on-time client invoice generation, enhancing promptness of the billing, and reducing delays in invoice from 3 days to 0 days. Created Late Fee and Penalty Calculator to reduce manual data entry errors by 95%, and reduce calculation time by 90%. Created Email Generation tool to improve the efficiency of sending email by 90%, and reducing errors of manually sending emails.
- Managed 2 FinTech partners and banks to ensure prompt release of funds to our Accounts. Managed 2 vendors involved in physical dispatch of cards to ensure the deliveries are on-schedule with no defects. Cold calling >100 clients to resolve issues when using a feature. Conducted user interviews for >20 users. Achieved customer/partner satisfaction score of >95% Y-o-Y. Achieved card deliveries and service satisfaction score of >80% Y-o-Y.

### SKILLS

**Language:** JavaScript, TypeScript

**Front End:** HTML & CSS, Bootstrap, Tailwind, ReactJS, React Native, Redux, Next JS, Apollo Client

**Back End:** Node JS, Express, Sequelize, PostgreSQL, MongoDB, GraphQL, Apollo Server, Redis, Rest API

## PROJECTS

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### [Tic-Tac-Toe Game](#)

March 2024

A web based real-time tic-tac-toe game

Tech stack: React Context, React, Express JS, PostgreSQL, firebase

### [Restaurant Web App](#)

March 2024

A web based application to display restaurant menu and make orders

Tech stack: Redux, React, Express JS, PostgreSQL, 3rd party API for server-side, Jest, AWS

### [Social Media App](#)

April 2024

A mobile based application where users can share, comment and like posts

Tech stack: React Native, Redis, Expo, GraphQL, Apollo Server, Apollo Client, MongoDB

### [E-Commerce Web App](#)

April 2024

A web based application where users can search products, add and remove products from wishlist

Tech stack: TypeScript, Next JS, MongoDB

### [Fitness App](#)

April 2024

A mobile based application which provides personalized workout content, analytics and social media features.

Tech stack: Express JS, React Native, Expo, MongoDB, Jest, AWS

## CERTIFICATIONS

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### **HackerRank**

Problem Solving (Basic)

Issued on April 2024

Certificate: [Link](#)

### **HackerRank**

JavaScript (Basic)

Issued on April 2024

Certificate: [Link](#)

### **HackerRank**

SQL (Basic)

Issued on April 2024

Certificate: [Link](#)

### **HackerRank**

React (Basic)

Issued on April 2024

Certificate: [Link](#)

### **HackerRank**

CSS (Basic)

Issued on April 2024

Certificate: [Link](#)