

Dhrubo Balak Sen

Master of Computer Application
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GitHub Profile
LinkedIn Profile

EDUCATION

• Master of Computer Application

PES University, Bengaluru

2023-25

CGPA: 8.36

• Bachelor of Computer Application

Acharya Institute of Graduate Studies, Bengaluru

2020-23

CGPA: 8.31

EXPERIENCE

• Full Stack Developer

March 2025 – Present

C S Tech Infosolutions Private Limited

On-Site

- Worked on production-grade web applications using **Next.js**, contributing to system modernization, performance improvements, and long-term maintainability.
- Designed and implemented backend systems involving **asynchronous job queues**, containerized deployments, and scalable architectures.
- Built and deployed **Dockerized applications** on a **Plesk-managed VPS** for multiple internal and client-facing platforms.
- Contributed to internal tooling, automation workflows, and admin dashboards to improve operational efficiency and data visibility.

PROJECTS

• Calley – Auto Call Dialer Platform

Outbound calling platform for sales teams to automate and manage lead-based calls efficiently.

- Built a scalable web application using **Next.js**, **MongoDB**, and **RabbitMQ**.
- Developed all user-facing panels including admin, agent, and team management dashboards.
- Implemented lead upload and processing via CSV/Excel with queue-based background handling.
- Designed real-time call tracking and performance reporting features.
- Integrated SIM-based and VoIP-based calling workflows (non-robocall architecture).

• RAG-based WhatsApp Customer Support Chatbot

RAG-based WhatsApp chatbot for automated customer support and admin reporting.

- Helped develop a **RAG-based WhatsApp chatbot** for automated customer support and query resolution.
- Implemented knowledge retrieval to generate context-aware responses from internal documentation.
- Integrated conversation logs, analytics, and reporting dashboards into the admin panel.
- Supported scalable message handling for high-volume user interactions.

• CostHub

Company-wide internal platform for task tracking, ticket management, cost analysis, and user onboarding workflows.

- Developed a company-wide internal system for **task tracking** and **ticket management**.
- Implemented modules for cost analysis, internal reporting, and user onboarding management.
- Built role-based dashboards to support multiple teams and access levels.
- Improved operational visibility and efficiency through centralized workflows.

• Marketing & Landing Pages (Client Projects)

Designed and developed responsive marketing and landing pages for client websites.

- Designed and developed responsive landing pages for client businesses.
- Collaborated with stakeholders to translate business requirements into web-ready designs.
- Deployed and maintained live production websites.
- Live projects: pragatigranites.cstechns.com, adx.cstechns.com

TECHNICAL SKILLS AND INTERESTS

Languages: C, Java, Python, TypeScript, JavaScript, HTML, CSS

Web Development Tools: Node.js, VS Code, Git, GitHub

Frameworks: Next.js, React.js, Express, Spring Boot

Databases: MongoDB, PostgreSQL, MS SQL Server

Other Tools: Docker, Plesk, RabbitMQ, N8N, Zapier, Ollama

Areas of Interest: Back-End Development, Cloud Computing, Data Engineering

Soft Skills: Problem Solving, Self-Learning, Presentation, Adaptability

CERTIFICATIONS

•Data Analytics Job Simulation - July 2025

Link

- Gained hands-on experience in data analysis and visualization using Power BI.
- Learned to create interactive dashboards and derive actionable insights from datasets.

PERSONAL PROJECTS

•ThrottleTribe

A social media platform tailored for motorcyclists with features like trip planning and image sharing.

- Built using **Next.js**, **PostgreSQL(NeonDB)**, **Prisma ORM**, and **Cloudinary** for media storage.
- Developed user authentication, media uploads, and route planning functionality using **Google Maps**.