

Dhrubo Balak Sen

Master of Computer Application
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EDUCATION

- **Master of Computer Application** 2023-25
PES University, Bengaluru CGPA: 8.36
- **Bachelor of Computer Application** 2020-23
Acharya Institute of Graduate Studies, Bengaluru 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**.