

HITVARDHAN SINGH SOLANKI

Senior Full-Stack Software Engineer

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PROFESSIONAL SUMMARY

Experienced software developer with seven years of expertise in web engineering, adept at delivering innovative solutions. Recognized for developing a vendor onboarding solution that increased satisfaction scores by 60%, resulting in €1.5 MILLION in cost savings. Versatile and adaptable, with a strong track record in startup and multinational corporate environments. Passionate about driving excellence and leveraging technology to exceed expectations.

TECHNICAL SKILLS

Full-Stack Developer	Web Developer	NextJS	TypeScript
Frontend Developer	Backend Developer	JavaScript	HTML/CSS
Vue.js	ReactJS	Node.js	Express.js
GO	Version Control	SQL	Kotlin
AngularJS	Python	RESTful APIs	Database Management
MongoDB	Elastic Search	Version Control	Agile Development
Responsive Design			

ACHIEVEMENTS

- Led the design and development of the customer support SDK’s full-scale architecture.
- Reduced the “cost of contact” by 7 euros per minute by integrating the SDK into apps.
- Led a company-wide initiative to improve observability across all “Partner” services, achieving a 99% availability rate.
- Built an end-to-end chat support system for partners and agents, facilitating faster issue resolution.
- Reduced KYC processing time from 7 days to 2 hours resulting in 38.5% increase YoY in vendor onboarding.
- Enhanced security in compliance systems while maintaining high coding standards.
- Designed and implemented a Python script as a side project to streamline the appointment booking process for expats dealing with Spanish authorities.
- This tool simplifies the process of scheduling appointments for those who struggle with the existing agencies due to language barriers or other limitations.
- This resume is designed and developed in React with vite, LOL.
- Received numerous awards for outstanding performance.

WORK EXPERIENCE

Software Engineer, Full Stack April 2024 – Present
EQS Group

- Actively playing the leader role in the cross team development and maintenance of the compliance tool and whistle blowing platform. I have been responsible for the development of a new feature that enables the user to view the compliance status of all the customers in the system.
- I have been on maintaining the standards of monitoring and alerting, ensuring that the system is always up to date with the latest security standards and best practices.
- Work on the state of the art compliance tool & whistle blowing platform
- Tech Stack: AngularJS, Node.js & MySQL

Software Engineer, Full Stack Februrary 2022 – April 2024
Glovo – Spain's Leading Quick Commerce app

- Facilitating partners in acquiring enhanced daily operational insights through the development of a tailored solution aligned with their requirements. The project, characterised by a data-driven approach, has yielded a notable 60% increase in partner satisfaction survey results. Demonstrating a steadfast commitment to optimising partner satisfaction scores.
- Actively engaged in the development of an automated messaging system facilitating seamless communication between agents and partners, thereby enhancing accessibility and resulting in a cost-saving of €7/minute on partner calls.
- I led the creation and upkeep of an innovative SDK for web-based contact support, integrated across various Glovo platforms (customer, courier & partners) in 25 countries. This revolutionized our support system, improving user experience and satisfaction metrics across all segments.
- Promoting operational excellence by monitoring Datadog alerts, participating in on-call rotations, and improving the team's monitoring skills. This ongoing effort aims to optimize alerts for better operational efficiency.

Software Engineer, Full Stack April 2020 – January 2022
Grab – Asia's largest ride hailing and Quick Commerce Super app

- Maintained a system of microservices consisting of 13+ service clusters with multiple load-balanced AWS EC2 instances and GCP VM instances.
- I led a team of five developers in transitioning three services from a monolithic architecture to microservices. This improved monitoring and maintenance, saving costs in cloud infrastructure and reducing CI/CD time from one hour to seven minutes, boosting operational efficiency.
- Developed an end-to-end flow enabling agents to upload offline selfies and perform selfie-to-ID face comparison through a sophisticated web app, bringing down the time to KYC from seven days to two hours.
- Addressed security vulnerabilities related to AWS pre-signed URLs for document uploads.

Lead Software Engineer, Full Stack October 2018 – March 2020
Ernst & Young

- Built a full stack web application facilitating customers looking to buy motor insurance for USA's one of the leading insurance provider **Nationwide Insurance**.
- Single-handedly developed and maintained the error engine, in which all the errors coming from the backend are caught on the front end and a relevant screen is shown to the end user.

Associate Consultant September 2016 – September 2018
Appirio, a Wipro Company

- Vendor enablement system built for **7-eleven** for inventory management. Working on Salesforce CMS and jQuery.
- Enabled zero-downtime deployments by adding redundancy for app instances and doing rolling upgrades.

EDUCATION

Rajasthan Technical University 2012 – 2016
Bachelor in Technology (Major: Electronics & Communication)