Vivek Gupta

9140466607 | vivek.jmdsmvdu@gmail.com

Objective

Looking for a challenging career that demands the best of my ability in terms of technical and analytical skills for a permanent position to effectively implement the programming language.

Experience

- **Asurion**   February 21, 2023 - January 02, 2024
  Sr. Associate Technology Specialist
  Project Name - Claim Warranty Management
  Technology - NestJS, NextJS, MySQL, PL/SQL, AWS, Microservices
  Description -
    - Pioneered the creation of cutting-edge self-learning post-purchase service platform for Asurion, revolutionizing customer service capabilities.
    - Led the development of a specialized module for Whirlpool, focusing on claim warranty management.
    - Implement a sophisticated rule engine to validate payloads and streamline the processing of warranty claims.
    - Orchestrated the Integration of Microservises architecture, optimizing the platform's scalability and overall performance.
    - Utilized NestJS, NextJS, MySQL, PL/SQL and AWS services to develop a scalable and innovative platform tailored to meet the dynamic needs of customers.

- **Servify**   November 09, 2021 - February 20, 2023
  Assistant Product Manager
  Project Name - Aegis
  Technologies - Node.js, React.js, Express.js, MongoDB, MySQL, PostgreSQL, AWS, Microservices
    - Developed a cutting-edge self-learning post-purchase service platform for Servify, enhancing customer experience.
    - Integrated diverse partners into the post-sales service ecosystem ensuring seamless collaboration.
    - Utiize Agile, Gtlab and JIRA for efficient Project Management and issue tracking, ensuring the timely delivery of milestones.
    - Led projects for top B2B and B2C brands (Samsung, Apple, Xiaomi, Vivo, Realme) demonstrating expertise in diverse sectors.
    - Specialized in developing comprehesive device protection solution to extend device warranty and steamline claim management systems.
    - Instrumental in contributing to a 30% increase in online sales within three months.
    - Gained hands on experience in developing RESTful APIs, implementing databse models and queries and handing API integrations.
    - Leverage AWS services for hosting, scaling and securing the application, ensuring high availability and data integrity.

- **AnalyticsFox Softwares**   April 01, 2021 - Nov 08, 2021
  Senior Software Developer
  Project Name - Emandate Portal, Home Loan, Auto Loan
  Technologies - NodeJS, NestJS, ExpressJS, Javacsript, Typescript, Microservices, AWS, MySQL, PostgreSQL, Redis, Docker
  Description -
    - successfully developed and implemented the Emandate Portal, a dynamic platform enhancing efficiency in mandate process.
    - Engineered innovative solutions for home loan and auto loan services, ensuring streamlined process and enhanced user experience.
    - Designed and implemented microservices architecture, optimizing scalability and system performance.
    - Managed and maintained database using MySQL, PostgreSQL and redis ensuring data integrity and seamless operations.

- **Docubay Media Pvt. Ltd.**   June 22, 2020 - March 01, 2021
  Fullstack Engineer
  Project Name - Docubay
  Technologies - Node.js, React.js, Express.js, Microservices
  Description -
    - Contributed to the development of an Over-The-Top (OTT) platform for delivering documentaries.
    - Implemeted comprehensive API endpoints for the user authentication, content management and subscription handling.
    - Integrated 3rd party API Integrations, including paymnet gateways, for seamless subscription paymnet processing.
    - Implemeted The Ticket Express feature, allowing users to book tickets for exclusive documantary screening and events.
    - developed robust and secure RESTful API using NodeJS, ExpressJS, Javascript, Typescript, MongoDB, MySQL.
    - Enhanced customer satisfaction, improved efficiency and productivity of business process.

- **Eron Infoways Pvt. Ltd.**   July 13, 2017` - December 08, 2019
  Software Engineer
  Project Name - Natours
  Technology - NodeJS, ExpressJS, Javascript, Typescript, Angular, MongoDB, MySQ
  Description -
    - Developed a tour and travel application offering personalized travel packages.
    - Implemented promotional strategies, including voucher/coupon codes and referral bonuses, to attract more customer and increase traffic.

Education

- **SHRI MATA VAISHNO DEVI UNIVERSITY**   2017
  B. Tech. (E&CE)
  62

- **BD INTER COLLEGE**   2012
  Higher Secondary (10+2)
  78.2

- **Nehru Balodyan Inter college**   2010
  Senior Secondary (10th)
  72.5

Skills

- NodeJS
- ExpressJS
- Typescript
- Javascript
- NestJS
- MySQL
- MongoDB
- PostgreSQL
- ReactJS
- NextJS
- Docker
- GraphQL
- AWS
- Jenkins
- Microservices
- Angular
- Tailwind CSS
- HTML5
- CSS3
- RabbitMQ

- Redis
- Docker
- AWS Lambda

Projects

- **Project Name: Netflix GPT**
  Technologies Used:
  - React
  - OpenAI
  - Firebase

  Description:
  Transformed the streaming experience with Netflix GPT, a project at the intersection of cutting-edge technologies.