KAJOL PAREKH

Assistant Manager

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SUMMARY

Results-oriented and highly skilled software engineer with a strong track record of delivering high-quality software solutions. Experienced in collaborating with cross-functional teams to analyze requirements, design architectures, and implement robust code. Committed to improving reliability, scalability, and maintainability of software systems.

EDUCATION

Mithibai College
MSc in Computer Science
2018 – 2020

Kishinchand Chellaram College
BSc in Computer Science
2015 – 2018

SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and collaboratively within a team
- Detail-oriented with the ability to handle multiple tasks simultaneously

TECHNICAL SKILLS

- NodeJs
- Javascript
- Basic Python
- Basic Java
- Basic Html
- Git
- SQL
- Object Oriented Programming

PROFESSIONAL EXPERIENCE

Product Engineer III

Servify | 2018 - Present

- Refactored legacy codebase to improve reliability, scalability, and maintainability of critical software systems.
- Collaborate closely with cross-functional teams, including product managers and designers, to analyze requirements and design effective software architectures.
- Mentor and provide technical guidance to junior team members, contributing to their professional growth and fostering a collaborative work environment.
- Contribute to the establishment of best practices and coding standards to ensure consistency, code quality, and efficient collaboration across the development team.
- Stay up-to-date with industry trends and emerging technologies, identifying opportunities for innovation and enhancement within the software development process.
- Design and implement automated scripts and tools to streamline common tasks, resulting in significant time savings and increased productivity.
- Conduct rigorous software testing, identify and debug issues, and propose effective solutions to ensure high-quality software products.

ACCOMPLISHMENTS

- Achieved "Star of the Month" award for exceptional performance.
- Won the Fixathon Contest (Team) at current organization.
- Participated in and won Manshodhan, an inter-institutional research initiative competition (Team) held by Mithibai College.
- Developed an Android application for the final year project
- Received various prizes, appreciation, and certificates at the school level for extracurricular activities like dancing, drama, and painting

PROJECTS

- **Discount Feature Implementation**
  - As part of my role as a Senior Software Developer at Servify, I led the implementation of a discount feature, aimed at enhancing user engagement and driving sales. This project involved the design, development, and integration of a dynamic discount mechanism within the portal to attract and retain customers.
    - Key Responsibilities and Achievements:
      - Collaborated with stakeholders to define specific requirements and success criteria.
      - Designed a flexible and scalable discount system architecture that could accommodate various discount types, such as percentage-based, fixed amount, and conditional discounts based such as promo codes
      - Implemented the discount feature using NodeJs, ensuring seamless integration with the existing portal infrastructure.
      - Conducted thorough testing of the discount feature to ensure accuracy, reliability, and security. Collaborated with QA engineers to create comprehensive test cases and perform regression testing to validate the feature's functionality.
      - Optimized the discount feature to ensure fast response times and minimal impact on overall system performance. Implemented caching mechanisms and optimized database queries to enhance system efficiency.
      - Conducted training sessions for internal teams on how to configure and manage discounts within the portal. Created detailed documentation outlining the discount feature's functionality, usage guidelines, and maintenance procedures.
      - The discount feature implementation resulted in a 20% increase in conversion rates and a 15% growth in customer retention. User feedback indicated high satisfaction with the ease of applying discounts, contributing to a positive overall experience.

- **Change Plan Request System Enhancement**
  - During my tenure as a Senior Software Developer at Servify, I spearheaded a project to enhance the Change Plan Request system, a critical component of the service platform. This project aimed to streamline the process of handling customer requests to change their service plans, improving operational efficiency and customer satisfaction.
    - Key Responsibilities and Achievements:
      - Collaborated with stakeholders to refine and prioritize requirements for the Change Plan Request system
      - Led the redesign of the Change Plan Request system architecture to accommodate new features and enhance scalability. Introduced a modular design approach to facilitate future enhancements and integrations.
      - Implemented new features to allow customers to submit change plan requests seamlessly
      - Optimized system performance to handle a high volume of change plan requests efficiently.
      - Conducted training sessions for customer support teams on the updated Change Plan Request system. Prepared user manuals and documentation to guide customers through the process of submitting and tracking plan change requests.
      - The enhanced Change Plan Request system resulted in a 30% reduction in request processing time and a 25% increase in customer satisfaction ratings. The streamlined process improved operational efficiency and empowered customers to manage their service plans effectively.

PROJECTS

- **Recurring Billing Automation via Cron with Queue Mechanism**
    - In my role as a Senior Software Developer at Servify, I led a project focused on automating recurring billing processes using cron jobs and a queue mechanism. This initiative aimed to streamline and automate the billing cycle for subscription-based services, ensuring timely and accurate billing for customers while reducing manual intervention and potential errors.
        - Key Responsibilities and Achievements:
            - Conducted a detailed analysis of the existing billing process and identified the need to automate recurring billing to improve efficiency and accuracy. Collaborated with stakeholders to define requirements and key performance indicators for the project.
            - Designed a robust system architecture that utilized cron jobs for scheduling recurring billing tasks and a queue mechanism for managing and processing billing requests asynchronously.
            - Developed custom queue workers to process billing requests in the background, optimizing system performance and resource utilization.
            - Configured cron jobs to trigger billing tasks at specified intervals based on subscription billing cycles. Implemented error handling and logging mechanisms to track and troubleshoot any issues that arose during billing processing.
            - Integrated a queue system to manage billing tasks efficiently, prioritize critical transactions, and handle concurrency effectively.
            - Optimized database queries, caching strategies, and resource utilization to improve overall system performance and response times.
            - Conducted load testing and performance tuning to enhance response times and overall system reliability.
            - The implementation of recurring billing automation via cron with a queue mechanism resulted in a significant reduction in billing errors, improved billing accuracy, and enhanced operational efficiency. The system's automation capabilities led to a seamless billing experience for customers and reduced manual effort for billing operations.

- **Dynamic Service Plan Creation System**
    - In my capacity as a Senior Software Developer at Servify, I spearheaded a project focused on developing a dynamic service plan creation system. This initiative aimed to empower administrators to create and customize a variety of service plans tailored to meet the diverse needs of customers, providing flexibility and scalability in service offerings.
        - Key Responsibilities and Achievements:
            - Collaborated closely with stakeholders, including product managers and business analysts, to gather requirements and understand the diverse needs of customers.
            - Designed a flexible and extensible system architecture that enabled administrators to create, modify, and manage service plans
            - Incorporated scalability and customization features to accommodate future growth and evolving business requirements.
            - Implemented a comprehensive set of features that allowed administrators to define pricing structures, service inclusions, billing cycles, and other parameters to create unique service plans.
            - Integrated a rule engine to enable dynamic rule-based pricing and eligibility criteria for service plans. Leveraged business rules to automate plan creation based on predefined conditions and constraints.
            - Conducted thorough testing of the service plan creation system to ensure accuracy, reliability, and compliance with business rules.
            - Developed comprehensive training materials and documentation for administrators on how to effectively use the service plan creation system.
            - This project exemplifies my ability to design and implement innovative solutions that enhance product flexibility, streamline operations, and drive business growth.