

# MAYANK JAGGI

Backend Developer with 2 years and 9 months of experience specializing in Node.js (JavaScript). Highly motivated to deepen expertise in Node.js to enhance technical skills and drive impactful contributions within an organization.

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<https://github.com/Mayank481>

## Technologies and Languages

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- **Frameworks:** Express JS
- **Languages:** Node JS, Javascript(ES5,ES6)
- **Databases:** MongoDB, MySQL, SQL
- **Cloud:** Microsoft Azure, Azure Storage, AWS(EC2)
- **DevOps:** Docker, Git, Postman
- **Other:** Microservices, Agile Methodology, REST APIs, Middleware, File Systems

## Work Experience

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### Celebal Technologies - Associate Backend Developer

Aug 2022 - Dec 2023

Core, Acquisition & Engagement

Noida, India

- **Dona Desk ITSM** - Celebal's ticketing management system using Microsoft Teams. Feature with End-to-End user agent interaction and live chat, Auto ticketing assignment to agents & ticket priority routing algorithm, and proactive messaging. Microsoft Teams features like message extensions, search bars & active nudges.
  - Revamped backend APIs for enhanced efficiency and readability, optimizing code structure for seamless integration with third-party vendors.
  - Implementing a server using Express, with middleware integrated for authentication and security purposes.
  - Successfully integrated with Zendesk, Jira, and ServiceNow utilizing developer APIs.
  - Implemented JWT-based authentication and token-based authorization to secure access to the application.
  - Meticulously documented APIs using Swagger Docs, ensuring a lucid and exhaustive reference for developers and end-users, enhancing system transparency and ease of use.
  - Designed sequelize orm schemas and models.Utilized sequelize orm for data validation and schema management.Optimized database queries for performance and scalability.
  - Teck stack: **Express JS, Javascript, Node JS, Application Insights, Azure Services, NLP, QnA Maker, Sequelize ORM**
- **Insurance Sales Co-Poilet** -.I developed a management system and bot designed to streamline the dissemination of Insurance product information across web and mobile platforms.
  - Establishing the robust connection between the MS bot framework and Chat-Gpt through API.
  - Implementing a server using Express, with middleware integrated for authentication and security purposes.
  - Implementing task module and web UI elements to enhance the user experience, providing a comprehensive interface for users to interact with the system seamlessly.
  - Integrate with Application Insights for storing the logs of users and storing the last few conversations.
  - Teck stack: **Express JS, Javascript, Node JS, Application Insights, Azure Services, MVC, ChatGpt, Ms BOT Framework**

MIPL Solution PVT LTD - Node Js Developer

Oct 2019 - Sept 2020

- **Cheque Truncation System (CTS)** - This online image-based cheque clearing system where cheque images and Magnetic Ink Character Recognition (MICR) data are captured at the collecting bank branch and transmitted electronically eliminating the actual cheque movement.
  - Maintained Node applications, ensuring their functionality and performance.
  - Maintained and optimized backend APIs to ensure seamless functionality, scalability, and reliability, focusing on enhancing performance and resolving issues promptly to meet business objectives.
  - I actively contributed to developing application features as part of a project to streamline processes and save time.
  - Responsible for delivering backend support within the application infrastructure.
  - Teck stack: **Node JS, MSSQL, API Development, SQL, Javascript, Express JS**

**To The New Digital - Software Developer**  
Trainee

Feb 2022 - May 2022  
Remote, India

- **Facebook Clone** - Developed a full-stack social media application mimicking core Facebook functionalities, including user authentication, posting feeds, liking and commenting on posts, and real-time updates.
  - Implemented secure user authentication using Passport.js for local login and Google OAuth. Managed user sessions and tokens for secure and seamless login experiences.
  - Integrated Cloudinary to handle image uploads, storage, and retrieval. Implemented functionality for users to upload profile pictures and post images. Managed image transformations, optimizations, and secure delivery.
  - Designed MongoDB schemas and models. Utilized Mongoose for data validation and schema management.
  - Utilized Git for version control and collaborated with a team using GitHub.
  - Utilizing Cloudinary for efficient image upload and storage.
  - Teck stack: **Express JS, Javascript, Node JS, MongoDB, GIT, Postman, API, Cloudinary, Middleware**

## Education and Certifications

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- **MCA (Master of Computer Applications),** 2020–2022  
Chandigarh University, Mohali, India
- **BCA (Bachelor of Computer Applications),** 2016-2019  
CSJM University, Kanpur, India