Harshit Pal

Software Developer

Address Navi Mumbai, India 400708

Phone +919893334901

E-mail harshit2205@gmail.com

Results-driven .NET Core Developer with a strong background in MVC and Web API architecture, coupled with extensive experience in Chatbot Development using tools like Dialogflow and Cognigy AI. Successfully delivered projects in the retail and pharmaceutical sectors, showcasing expertise in ASP.NET Core MVC and Web API. Proficient in leveraging infrastructure and operational knowledge to optimize processes and drive business growth. Skilled in developing chatbots from scratch and enhancing critical applications. Adept at crafting complex SQL queries and excelling in troubleshooting and diagnostic procedures. Seeking a challenging technical role to further expand expertise and contribute to cutting-edge solutions.
.

Skills

Exposure of working on ASP.NET Core MVC and web-forms architecture.

Accustomed in developing Web APIs and have good understanding of integration of API into different programs.

Familiar with whole .NET core architecture which includes MVC, Web API, and web forms.

Experience in AI tool "Cognigy.AI" for the chatbot development and content modeling.

Excellent understanding of Database connectivity through Entity Framework and ADO.NET.

Worked on Angular as front-end technology.

Have a good understanding of azure portal for Microsoft bot framework
To deploy the bot on various platforms.

Experience of working on MS SQL Server and very good understanding of complex stored procedure scripts.

Work History

| **Feb 2021 – Current** | **.NET Developer** |
| | **Client: AHOLD DELHAIZE** |

Capgemini, Navi Mumbai

Project Brief

Worked for AHOLD DELHAIZE client, one of the largest superstore chains in Europe specifically in Belgium, Luxembourg, and France. The project consists of 5 domains which are Retail, supply chain, HR and Finance, Accounting domain and Marketing domain.

My Role

- Worked as .NET developer with hands-on experience in web application development on ASP.NET core MVC and web forms architecture.
- Developed web APIs and implemented different logic for different users based on authentication.
- Worked on the UI of 2 applications in domain which are single page applications designed in Angular 9.
- Good understanding of Angular life cycle hooks also injected multiple services in Angular application.
- Implemented Dependency injection in Angular by consuming web APIs and different services and have good understanding of RxJS library.
- Performed token-based authentication using JWT and identity framework along with OWIN middleware.
- Worked on critical and data heavy application development from scratch on agile scrum methodology.
- Worked on complex SQL queries and have vast knowledge of Entity Framework core and ADO.NET.
- Prepared Technical analysis document for new sprints and enhancements.
- Experience with modern source code control systems such as GitHub and TFS.
- Experience in automating process on Microsoft Power Automate.
- Worked closely with other team members to identify and remove software bugs.
- Provided end-to-end hyper care to client post deployment
- Collaborated with project managers to select ambitious, but realistic coding milestones on pre-release software project development.
- Updated old code bases to modern development standards, improving functionality.

| **October 2022 – Current** | **Chatbot Developer (AI)** |
| | **Client: BAYER** |

Capgemini, Navi Mumbai

Project Brief

Have an experience in developing chat based and voice based chatbots and training the bots through intent matching using NLU and NLP and good understanding of "Cognigy.AI" tool with thorough understanding of deployment process.

My Role

- Have a vast experience in designing content flows and behavior of the chatbots depending on the requirement of user.
- Developed "UNO" chatbot which is currently being used by more than 100,000 'Bayer' employees globally and integrated with MS Teams.

- Good understanding of Artificial Intelligence concepts like Natural Language understanding (NLU) and Natural Language Processing (NLP) for the intent matching and human language based generative response.
- Exposure of Azure portal to enable SSO authentication from Azure active directory to enable bot to authenticate the user and retrieve corresponding data.

- Experience in integration of chatbots to different chat platforms like MS Teams, Telegram, WhatsApp etc.
- SSO based authentication for user while interacting with the bot so that the bot can be aware about the user and generate response accordingly.
- Capable of working on Complex SQL queries and designing new database schema for chatbot transactions and automatic data retrieval and insertion.

Education

Aug 2016 - Jun 2020

B.Tech: Electronics And Communication Engineering
Oriental College of Technology - Bhopal, MP

Additional Information

Personal Skills
- Multitasking and Hardworking
- Persuasive
- Creative thinking
- Good Listener
- Able to complete the work in given deadlines

Personal Details
- **Date of Birth:** 22nd May 1998
- **Gender:** Male
- **Nationality:** Indian
- **Marital Status**: Single
- **Languages known:** English and Hindi

Languages

English

◆ ◆ ◆ ◆ ◇
Very Good

Hindi

◆ ◆ ◆ ◆ ◆
Excellent

Certifications

- Microsoft AZ-900 Azure Fundamentals
- Agile Software Development
- Cognigy.AI Developer Course

- Coginigy.AI Designer Course