NISHI

Ontario, Canada

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KEY SKILLS

Tools: Project Management Software (Jira, Asana, Slack) • IDE (Visual Studio Code, Sublime Text) • Version Control (Github, Bitbucket) • API Testing (Postman) • Documentation (Confluence)

Technical Skills: Programming Languages (Javascript, Typescript, PHP) • Database Management (SQL, MongoDB, DynamoDB) • Web Development (HTML, CSS, JavaScript) • Front-End Libraries (Chart.js, Highcharts, Go.js) • Full-Stack Development (Node.js, Angular, React, Express) • Responsive WEB Design (Bootstrap) • Cloud Computing (AWS, Firebase)

Methodologies: Agile (Scrum, Kanban) • Continuous Integration and Continuous Development (CI/CD)

Soft Skills: Communication • Leadership • Problem-Solving • Time Management • Adaptability • Collaboration • Customer-Service

WORK EXPERIENCE

Indegene Pvt. Ltd. , India   *Feb 2021 – Aug 2021*
MEAN Stack Engineer

- Engineered a high-performance search functionality using Elasticsearch, boosting platform usability by 50% and reducing average query time from 3-5 seconds to 50 milliseconds.
- Architected and implemented scalable full-stack solutions using the MEAN stack, resulting in reduction in system errors and a 25% increase in user retention.
- Optimized backend performance by leveraging Node.js and Express.js, improving processing efficiency and reducing API response times by 30%.
- Implemented responsive web design principles, enhancing user experience across devices and increasing mobile traffic by 30%.

Concentrix, Canada   *Jun 2024 – Nov 2024*
Technical Support Advisor

- Engineered and implemented a knowledge base system, reducing average issue resolution time by 25% and increasing first-call resolution rates by 15%.
- Followed Scrum and Agile methodologies to align with stakeholder expectations, consistently maintaining a customer satisfaction rate of 91% over the past 3 months.

Firminiq Systems Pvt. Ltd. , India   *Oct 2021 – Sep 2022*
Technology Analyst

- Architected and implemented a digital system for Medicare facilities using Angular-based user interfaces with TypeScript, increasing service accessibility by 20% and reducing claim processing and prescription request times from 10 days to 3 days.
- Optimized database performance by 30% with AWS DynamoDB and RESTful APIs, improving read/write speeds and enhancing scalability.
- Spearheaded Agile development practices, utilizing Git for version control, resulting in a 25% reduction in bug rates and 15% faster feature deployment.

Nethues Technologies Pvt. Ltd. , India   *Mar 2018 – Jan 2021*
Software Engineer

- Revolutionized content management systems using Angular, Node.js, and Express, improving system performance.
- Led the development of 5+ custom software solutions, incorporating user administration systems that increased client satisfaction.
- Implemented efficient project management tools (Slack, JIRA, Basecamp), streamlining collaboration and improving project delivery time by 15% while maintaining quality standards.
- Collaborated with cross-functional teams to enhance full-stack development capabilities, resulting in a 30% increase in client revenue and a 15% improvement in project turnaround time.

Live Media , India   *Nov 2016 – Dec 2017*
Software Engineer

- Architected and developed a Virtual Claim Settler application using MEAN stack, accelerating insurance claims processing by 15% and increasing user adoption rates by 30%.
- Engineered responsive web applications with Bootstrap and Angular, optimizing UI/UX design and enhancing user engagement by 25%.
- Implemented Agile methodologies and CI/CD pipelines, resulting in a 25% increase in delivery efficiency and reducing deployment time from 1 hour to 5-10 minutes.

EDUCATION

Conestoga College, Canada   *Sep 2022 – Dec 2023*
Post Graduation in WEB Development, **GPA**: 3.86/4.0

- Architected and delivered SeatSavvy, a capstone MERN stack project leveraging Go.js for interactive seat selection, real-time table availability, and secure Stripe payments, elevating user experience and operational efficiency.

Kurukshetra University, India   *Aug 2012 – Jul 2016*
Bachelor of Technology in Computer Science and Engineering, **GPA**: 7.8/10