

Omkar Desai

Mumbai, India

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Portfolio: omkardesai-portfolio.netlify.app

Professional Experience

Frontend Developer (Contractual)

Dolphin Furnishing India (Remote) — *Jan 2024 – Oct 2024*

- Spearheaded the development of a fabric management platform, which processed over 1,000+ orders monthly, contributing to sales exceeding 200K.
- Automated bill management, resulting in a 40% reduction in manual errors and improving transaction speed by 30%.
- Enhanced user interface performance by 25%, leading to an improved customer experience and a 15% increase in user retention.
- Modernized the development pipeline using Vite, reducing build times by 35%, significantly increasing team productivity.

Associate Software Engineer

Gupshup Technologies (Mumbai)— *Sep 2022 – Nov 2023*

- Launched WhatsApp chatbots for clients like Netflix and Coca-Cola, automating over 2 million customer interactions monthly, contributing to a 20% increase in customer satisfaction.
- Built microservices in Python and Node.js, reducing manual intervention in workflows by 50% and cutting operational costs by 25%.
- Optimized system performance, improving platform load times by 30%, which led to a 10% boost in customer engagement.
- Partnered with cross-functional teams (Legal, Finance, and Product) to ensure timely and compliant project rollouts, reducing delays by 15%.

Technical Content Engineer (Intern)

Kalvi Educations (Remote) — *May 2021 – Oct 2021*

- Developed and launched five web development courses, reaching over 500 students, improving course completion rates by 20%.
 - Simplified complex programming concepts with real-world examples, enhancing student satisfaction by 25%.
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Achievements and Leadership Experience

- Managed and led team-building activities at Gupshup, enhancing team bonding and productivity across departments.
 - Directed daily support management for Gupshup's Coca-Cola client, ensuring timely issue resolution and operational success.
 - Trained and integrated new hires into the team, improving onboarding efficiency and reducing time-to-productivity.
 - Supervised tasks related to finance and partner management, ensuring smooth collaboration with external partners and internal teams.
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Notable Projects

- **Chatbot Integration for Netflix & Coca-Cola**
Engineered a scalable chatbot solution that processed over 1 million customer queries monthly, reducing customer service response times by 40%.
 - **Fabric Management Platform for Dolphin Furnishing India**
Led the design and front-end development of an e-commerce platform that automated inventory and billing, increasing operational efficiency by 30%.
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Education

Bachelor of Engineering in Information Technologies

NMF Kandivali — *Graduation Date: Jan 2022*

CGPA: 8.22/10

Technical Skills

- **Languages:** JavaScript, Python, HTML, CSS, SQL, TypeScript
- **Frameworks:** React.js, Node.js, Redux, Bootstrap
- **Tools:** Git, Vite, Docker, DevTools, REST APIs, CI/CD Pipelines
- **Databases:** MySQL, MongoDB
- **Other:** Microservices, API Integration, Chatbot Development, Agile Methodologies, Testing & Debugging