

MIHUL SINGH SOLANKI

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EXPERIENCE

Kapture CRM

Senior Software Developer

Bangalore, India

June 2022 - Present

- Designed and implemented a drag-and-drop flow designer and executor for task automation, reducing development complexity and time, enabling real-time deployment of changes, empowering non-technical users to independently modify workflows, and enhancing cross-functional collaboration through a user-friendly, visual interface.
- Designed and launched an advanced chatbot service that automated ticket resolution, leveraging expert systems used by Zepto and Bigbasket; resulted in a 35% reduction in average response time across customer inquiries.
- Implemented an advanced scheduling system for automatic task execution on tickets; this innovation not only minimized human error but also streamlined processing time across teams.
- Developed a novel indexing system to enhance search efficiency across search criteria, resulting in a 40% reduction in search time with an increase in accuracy.
- Developed an innovative ticketing system bot optimized for popular messaging platforms such as Facebook Messenger and WhatsApp; streamlined user interactions resulted in handling up to 200 inquiries per minute without human intervention.
- Engineered seamless integrations with leading ecommerce platforms such as Shopify and Magento, enhancing after sales processes.
- Orchestrated data migration strategies for Zendesk and Freshdesk; adoption increased 30% as the new CRM systems simplified workflows while enhancing data accuracy across platforms.
- Constructed interactive data visualizations, dashboards and reports, which provided real-time insights; increased dashboard user engagement and drove data-informed decision-making.
- Spearheaded the development and maintenance of action, configuration, and search microservices; improved microservice uptime to 99.95%, ensuring consistent availability and reliability across all system interactions.

Kapture CRM

Software Developer

Bangalore, India

May 2021 - June 2022

- Initiated design processes leading to creation of comprehensive APIs within shared libraries used during transitions from monoliths into flexible services; enhanced software performance resulting in fewer post-deployment issues reported weekly.
- Integrated existing ticketing infrastructure with email reading microservice, curtailing 20% of support requests through automated parsing and ticket creation, and boosted system uptime by 7%.
- Designed and implemented an automated system for generating tickets from eighteen different sources such as email and major social media apps; streamlined operations led to quicker resolution times for client inquiries.
- Orchestrated a scalable system notification architecture with Firebase, which augmented notification delivery success rate by 9% and trimmed notification latency by 75ms.
- Executed comprehensive manual testing protocols on over twenty microservices during each deployment cycle; enhanced overall system stability by diagnosing root causes of failures, leading to improved reliability across all service interactions.

SenSen Networks

Software Engineer

Hyderabad, India

August 2020 - April 2021

- Fortified the SenDISA platform through aggressive debugging of severe malfunctions and integrating modern features achieving reliable data integrity and bolstering test coverage by 5% using JUnit methodologies.
- Spearheaded story grooming sessions with business and research teams, clarifying acceptance criteria and performance metrics that led to a 20% decrease in scope creep.

Opentext
Software Engineering Intern

Bangalore, India
January 2020 - August 2020

- Fabricated 5+ REST API connectors utilizing Python, resulting in a 20% decrease in manual data entry and validation time across the team; the project was lauded by senior engineers.
- Authored OpenAPI specifications for 7+ REST API endpoints, directly enhancing API discoverability and reducing integration time for new features, contributing to a 15% decrease in integration related errors.
- Developed efficient automation protocols aimed at streamlining testing workflows, leading to an increase in throughput of test cycles.

EDUCATION

SRM Institute of Science and Technology
Bachelor of Technology Computer Science & Engineering
Percentage: 80%

Chennai, India
July 2016 - May 2020

SKILLS

Programming Languages:	Java, Python, SQL, NoSQL, Bash
Frameworks, Libraries & Softwares:	Spring, Spring Boot, Hibernate / JPA, Kafka, Elasticsearch, Redis, ActiveMQ, Ejabberd, Debezium, Zuul, Eureka, GCP, Docker, Kubernetes

PUBLICATIONS

Emotion Driven Chatbot Using Natural Language Generation Techniques

M. S. Solanki, L. Singh Panwar, S. Saminathan and C. Malathy, "Emotion Driven Chatbot Using Natural Language Generation Techniques," 2022 International Conference on Innovative Computing, Intelligent Communication and Smart Electrical Systems (ICSES), 2022, pp. 1-3, doi:10.1109/ICSES55317.2022.9914235.