

Ritik Nagpure

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Summary:

Full Stack Software Developer with expertise in Front-end and Back-end development. Experienced RPA developer with proven ability to develop and implement automation scripts and tools that improve quality of services.

Technical skills:

Frontend: HTML5, CSS3, Bootstrap, Tailwind, Javascript, Ajax, JQuery, React JS

Backend: Node JS, Express JS , Typescript

Database : PostgreSQL, MongoDB

Devops: Elasticsearch, Git, Github, Grafana, IBM MQ

Automation: UiPath Studio, Python

Experience:

Technical Support | Capgemini [Oct, 2021 – Present]:

- Implemented a proactive monitoring that detected and resolved potential issues before they impacted customers, resulting in avoiding major downtimes and load on server.
- Collaborated with the product development team to identify and resolve recurring technical issues, resulting in reduction in customer escalations.
- Proactively resolved issues at L2 level resulting in good customer feedback for quick responses.

Automation Engineer | Capgemini [Feb, 2023 – Present]:

- Designed and implemented report automations which decreased report preparation time and eliminated human error resulting in savings of more than 17 hrs.
- Developed an end-to-end ticket monitoring system capable of informing via MS Teams Channel resulting in efficient and quick response to priority tickets thereby achieved major reduction in breaches.
- Developed automation scripts to generate ticket dumps and related data.
- Created working solution to analyze dumps to decrease ticket counts and

Projects:

Ecommerce Website - Front End and Back End Development

- Tech Stack: Node Js, Express Js, React JS, Tailwind CSS, Redux, MongoDB, Typescript
- Frontend development using React Js for creating interactive, intuitive and responsive user interfaces.
- Backend implementation built using Node.js and Express.js to handle API integrations, and database operations.

- Database management utilized MongoDB as the database to store and manage product information and user data.
- User authentication: Implemented user authentication and authorization using JWT.
- Product catalog, shopping cart functionality: Created a product catalog with features like search, filtering, and sorting.

Daily Apps - A simple website based on JS to use simple apps

- Tech Stack: React JS, Tailwind CSS, Redux, Typescript
- A simple website using React Js for creating interactive and responsive user interfaces.
- Offers basic apps like Calculator, Converter, Todo list, Notes and small games.

Education:

- G H Raisoni College of Engineering, Nagpur
Bachelor of Engineering | 2021
8.38
- Atulesh Convent and Junior College, Nagpur
Higher Secondary Certificate| 2017
77.23%
- Bengali High School, Nagpur
Secondary School Certificate | 2015
93.00%

Declaration:

I hereby declare that all the facts given above are true and correct to the best of my knowledge.