



Rohit Dey

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Education

BTech in Computer Science & Engineering, Karunya Institute of Technology and Sciences, IN, 2019

Higher Secondary in Science (Physics, Chemistry, Math), Nawab Bahadur's Institution, IN, 2015

Digital Credentials

IBM Delivery Central Platform Foundations - 2025

AWS Certified Cloud Practitioner - 2025

Banking Industry Jumpstart - 2024

Enterprise Design Thinking Practitioner - 2024

IBM Consulting Way Habits - Foundational - 2024

Languages

English - Very Good

Hindi - Fluent

Bengali - Fluent

Profile

A dynamic and self-driven Senior Application Developer with exceptional quantitative abilities, known for conducting thorough and innovative analyses. Proficient in rapidly acquiring industry-specific knowledge and seamlessly integrating into project teams. Consistently ensures successful management and delivery of assigned responsibilities, adhering closely to project scope and budget constraints.

Key skills

Backend Development, JavaScript, HTML5, CSS3, Elasticsearch, Content Creation, Rest API, Jira, Git, IBM Cloud, AWS, Node.js, ReactJS, NestJS, ExpressJS, MongoDB, Redhat(OpenShift), Analysis & Evaluation, Time management, VueJs, Open Source Professional, AWS, NextJS

Key courses and training

Full Stack Web Development: HTML, CSS, React and Node, The Complete SQL Bootcamp 2021, The Complete JavaScript Course 2022, Infosys Certified Mongo Developer, Infosys Certified NodeJs Developer, Infosys Certified React Developer, Infosys Certified Vue Developer, NestJS Zero to Hero - Modern TypeScript Back-end Development

Work experience

Senior Application Developer

IBM, India | Oct 2024 - Present

Client: LLOYDS Banking Group.

Project name: GSR3 MIP-VIRTUAL AGENT/API

As a LivePerson Developer, primary responsibilities included:

1. System Optimization: Making necessary configuration and adapter changes to enhance system performance.
2. Bot Development: Creating and updating pre-chat and post-chat bots for improved customer interaction and support.
3. Campaign Strategy: Designing campaigns and managing widgets for effective user engagement.
4. Error Handling: Troubleshooting and resolving widget errors to maintain high service quality and user satisfaction.



These efforts collectively led to a more efficient and effective customer support platform, improving customer satisfaction and operational efficiency.

Contribution

Specializing in system optimization through configuration and adapter modifications. Expertise in pre-chat and post-chat bot creation and updates for enhanced customer engagement. Skilled in campaign design and widget management for seamless service delivery. Proficient in error handling for widgets to ensure high service quality and user satisfaction.

Senior Associate Consultant

Infosys Limited, India | Aug 2022 - Sep 2024

Monitored project progress and ensured alignment with client expectations and quality standards. Offered solutions for areas requiring improvement and collaborated with cross-functional teams to formulate and execute marketing and web strategies.

Client: Natwest Group

Projects:

Chat Bot(Cora)

contributed to the development and enhancement of Cora, a sophisticated chatbot designed to facilitate seamless user interactions by effectively addressing their inquiries.

Universal Search

played a pivotal role in the creation of a backend service aimed at elevating the customer journey by delivering efficient support and curated assistance through relevant help articles.

Solutions Engineer

Apty Software Private Limited, India | Oct 2021 - Aug 2022

Implement Apty product seamlessly on customer applications.

Provide technical expertise to address customer and external team product issues.

Fix and commit compatibility code into the main platform branch.

Offer immediate assistance in critical issues during customer calls.

Monitor system performance and user activity, providing recommendations for improvements.

Associate Support Engineer

Symphony RetailAI, India | Jul 2019 - Oct 2021

Provided advanced technical support with a focus on complex issues.

Conducted extensive training for junior tech support Collaborated with cross-functional teams to expedite issue resolution.

Offered foundational technical support for software and hardware.

Demonstrated strong organizational and research skills.

Enhanced project quality control Collaborated with U.S. clients, serving companies like Nestle, Walmart, and Albertson.



Technical Support

Symphony RetailAI, India | Jan 2019 - Jun 2019

I2e Project Involvement:

Employed HTML, JavaScript, JSON, and SQL to contribute to diverse I2e projects.

Customer Interaction: Proficiently communicated with clients via various channels, encompassing phone, email, and in-person meetings, to supply information and support.

Coordination of Tasks:

Maintained regular contact with instructor to receive daily assignments and responsibilities.

Application of Academic Insights:

Utilized knowledge acquired through coursework to proactively generate recommendations for addressing project issues.

Additional information

Personal Projects

Weather App

A web application that retrieves real-time weather data using the Weather Stack API and delivers it via custom REST APIs.

- **Frontend:** HTML5, CSS, JavaScript
- **Backend:** Node.js, Express.js, REST APIs
- **Deployment:** Git, Heroku
- **Live Link:** <https://rohit-dey-weather-application.herokuapp.com/>

Chat App

A real-time communication platform offering seamless and interactive chatting using WebSockets.

- **Frontend:** React.js, Redux, Bootstrap 5
- **Backend:** Express.js, REST APIs, Socket.IO

Task Manager Dashboard

A task management tool built with a clean, intuitive UI for creating, editing, deleting tasks, and tracking progress.

- **Frontend:** Vue.js
- **Backend:** Express.js
- **Database:** MongoDB
- **Tools/Libraries:** Moment.js, Bootstrap 5.2, bcrypt.js, JWT, npm, Git

Portfolio Website

A personal portfolio showcasing skills, projects, and contact information.

- **Frontend:** Next.js, ShadCN UI, Tailwind CSS
- **Live Link:** <https://rohit-dey-portfolio.vercel.app/>

News Hub

A dynamic news aggregation platform using LLM-based filtering and real-time news delivery.

- **Frontend:** Next.js
- **Backend:** Node.js, Express.js



- **Database:** MongoDB
- **AI Integration:** Google Gemini Flash for personalized news filtering and recommendations

AI-Powered Knowledge Hub

An AI-enhanced platform for article generation and publishing, featuring content creation, summaries, Q&A, tagging, image uploads, and live previews.

- **Frontend:** Next.js, Tailwind CSS, TypeScript, Zustand, Tiptap Editor
- **Backend:** Next.js (App Router), API Routes, Prisma ORM, SQLite
- **AI Integration:** OpenAI API via Langchain
- **GitHub Repo:** <https://github.com/Rohit2697/ai-content-hub.git>
- **Live Site:** <https://ai-content-hub-ruddy.vercel.app/>