Vaibhav Kaul

Phone: 9429090492

Junior Software Engineer at eDelta Enterprise Solutions Pvt. Ltd. with a strong passion for problem-solving and software development. Proficient in both frontend and backend development, with a commitment to delivering high-quality, efficient, and scalable solutions. Highly-adaptable and dedicated to continuous learning, contributing effectively to projects and driving organizational success.

EXPERIENCE

eDelta Enterprise Solutions pvt. Ltd. Ahmedabad

Junior software engineer

DECEMBER 2023 - PRESENT

Project: X Unified Customer Engagement Platform (Feb 2024 – Present)
- Integrated WhatsApp, Facebook Page, Instagram, and Telegram for seamless OmniChannel communication.
- Developed bot configuration for Dialogflow agents, including agent setup, webhook functionality, and intent-based responses.
- Built a no-code AI Studio platform from scratch, providing drag-and-drop bot-building capabilities using functional nodes like Send Message, Collect User Input, etc.
- Worked on LLM bot configuration to improve accuracy using LangChain.
- Implemented WhatsApp template and carousel template creation, enabling their use in the broadcasting functionality of X Unified.

Project: OmniCommerce Product Plans Plugin (WooCommerce & BigCommerce)
- Built custom plugins for WooCommerce and BigCommerce to import and manage product plans and categories via CSV files.
- Automatically displayed available plans for each product based on their associated categories.
- Integrated plan selection above the Add to Cart button for better UX.
- Designed a fallback flow: if no plan is selected, the sidebar prompts the user, and unselected plans are shown again in the cart for selection before checkout.
- Ensured robust compatibility with respective platforms for scalability and customization.

Project: Serverless Voice Bot Integration with Twilio & Dialogflow
- Designed a voice-enabled conversational workflow using Twilio Programmable Voice API.
- When a call was initiated, user input (speech or tone) was captured and sent via API Gateway to an AWS Lambda function.
- Lambda relayed the request to a Dialogflow agent, which processed and generated responses.
- The response was sent back to Twilio in real-time to continue the conversation.
- System maintained the interaction until the call ended or the conversation was explicitly closed by the agent.
- Demonstrated ability to build scalable, serverless voice automation systems using cloud tools.

TECHNICAL SKILLS

Programming Languages
- Core: JavaScript (ES6+), C++
- Web: HTML, CSS

Frontend Development
- React, TailwindCSS

Backend Development
- Node.js, REST APIs, GraphQL, Socket.io

Databases
- PostgreSQL

Tools & Version Control
- GitHub

Additional Tools & Technologies

Basic knowledge of:
- Rasa (for conversational AI development)
- Docker (for containerization)
- Sequelize (ORM for SQL databases)
- Course on Aws Serverless udemy

Education

Bachelor of Technology in Computer Science Technology

Dharmsinh Desai University, Nadiad, Gujarat
- Passed in 2024
- CGPA: 7.65

Bright Day School

Higher Secondary Education
- Passed in 2020
- Result: 89.8%

Secondary Education
- Passed in 2018
- Result: 86%

Languages

- English: Full professional proficiency
- Hindi: Full professional proficiency
- Gujarati: Elementary proficiency

Interpersonal Skills

- Collaboration in team environments to deliver projects on time.
- Strong written and verbal communication skills, ensuring seamless collaboration.
- Adaptable to dynamic challenges and technologies in software development.

CONTACT

- Gmail: shivamkaul11@gmail.com
- Github: https://github.com/SVK04