Knowledgebase Platform

Overview

An internal web-based platform developed to centralize and manage technical documentation, API information, and reference links within Jio. It allowed users to upload categorized documents, enabled manager review workflows, and included a dashboard for real-time tracking of uploads, user activity, and verification status.

Services Frontend Development/Backend API Design/Database Architecture/Role-Based Access Control/CI-CD Automation/Persistent Storage Integration/Performance Optimization

Technolgies used React.js/Node.js (Express)/MongoDB/MySQL/Azure DevOps/Kubernetes/PV-PVC

To build a centralized, searchable repository that becomes the go-to hub for technical documentation across teams. The aim was to eliminate file fragmentation, enable smoother collaboration, and offer real-time insights for managers — all through a secure and scalable internal platform.

How can we unify different forms of technical knowledge into a single user-friendly system?

What permissions and roles should exist to ensure secure, reviewed access?

How can we design the platform for scale without compromising performance?

Process

We began by designing a clean, user-friendly UI using React.js that required no technical expertise to operate. The backend, built with Express.js, supported document categorization, uploading, and approval mechanisms. MongoDB stored metadata, while user roles and access control were managed via MySQL. Uploaded files were stored persistently using Kubernetes PVCs mounted inside the application container. CI/CD was handled through Azure DevOps, and performance metrics were closely monitored during deployment to ensure scalability.

Result

The platform was quickly adopted by multiple teams across Jio and became a daily-use tool for documentation and knowledge sharing. It reduced data duplication, improved new employee onboarding, and made team contributions more transparent and traceable. Managers gained real-time visibility, and the platform contributed significantly to better internal alignment and operational efficiency.

800+
documents uploaded in the first 2 weeks

70%
reduction in document duplication

40%
improving resolution time