Ashish Kumar Jagrawal

Senior Software Engineer

ashishjagrawal.dev@gmail.com
+91 8114496319

PROFESSIONAL EXPERIENCE

Unico Connect
Sept 2024 – April 2025

Senior Software Engineer
Pune, Maharashtra

- Piloted a knowledge-based chatbot by extracting and indexing data from 50+ documents, leading to a 35% average reduction in support ticket resolution time and a 20% cost savings.
- Forged a streamlined data retrieval process by architecting a 'Connect DB' module that constructs and executes SQL queries, which improved data access speeds for 50+ users.
- Introduced multi-level RBAC with dynamic form controls and module-level permissions, plus optimized APIs to achieve a 40 % reduction in response times.

FiftyFive Technologies
July 2022 – Sept 2024

Software Development Engineer
Remote

Project Name: **Prospexs.ai**

- Led a 4-person team to develop an automated SDR platform that generates business profiles, target audiences, and potential leads for companies, enhancing their outreach efficiency.
- Scraped customer websites to extract text data, implemented RAG (Retrieval-Augmented Generation), and created data chunks with embeddings stored in MongoDB, enabling efficient vector search for business profile generation.
- Utilized GPT-4 via OpenAI API to generate comprehensive business profiles, including USPs, problems solved, and benefits provided, increasing the accuracy of targeted marketing.
- Integrated a third-party API (Dealfront) to retrieve leads based on identified target audiences, resulting in a significant boost in lead quality.
- Developing an automated cold email system for leads, improving outreach effectiveness and streamlining the sales process.

Project Name: **Filmie.io (Meliora)**

- Led the successful launch and growth of Filmie.io, a pioneering job search platform for film industry professionals, achieving a 50% user base growth in the first six months.
- Implemented strategic features resulting in a 25% boost in user engagement and a 20% increase in daily active users.
- Developed an efficient job posting interface, reducing administrative tasks by 30% and speeding up job listings by 15%, leading to a 50% rise in company sign-ups.
- Directed an 8-person cross-functional team, delivering the project on schedule with a 10% quality benchmark exceedance.

Project Name: **NIBE Uplink**

- Developed an E-commerce application, enhancing user transaction experience, and managed a team of 4 on the E-commerce module.
- Optimized backend operations, achieving a 20% increase in efficiency across various management processes.
- Spearheaded the development of an intuitive admin panel, amplifying productivity by 25%.
- Led the integration of the Stripe payment gateway, resulting in a 30% boost in sales.

Project Name: **Qopla**

- Worked as a backend developer in Qopla, a dynamic platform enhancing online order management for restaurants, integrating with top food delivery services including Uber Eats and Bolt.
- Achieved seamless order processing by engineering custom integrations with leading food delivery platforms, improving operational efficiency by 30%.
- Architected and deployed a scalable database infrastructure, optimizing the backbone of the platform to support future expansion and module diversification. Enhanced user experience by designing intuitive sorting algorithms for products, bundled items, and add-ons, resulting in a 20% increase in platform navigation speed.

Celebal Technologies   Jan 2021 – June 2022
Software Development Engineer   Jaipur, Rajasthan

- Engineered the Adani CMS and Chatbot via Dialogflow, revolutionizing mine data management for Adani Group, leading to a 40% increase in data retrieval efficiency.
- Implemented an admin system for the CMS, allowing for streamlined review and response to user requests, enhancing operational productivity by 15%.
- Designed and utilized a BigQuery database with a Cloud SQL Staging Database for replication, optimizing data management and access speeds by 30%.
- Created a web app bot using Google Dialogflow for Adani Enterprises Ltd, facilitating mine data inquiries and enabling 24/7 mine data access.
- Collaborated with Microsoft India to develop a software solution for Tata Motors, focusing on employee management and streamlining employee management with a 25% efficiency gain.
- Launched a Microsoft Teams chatbot for Tata Motors, facilitating leave applications and updates on availability and vaccination status, which enhanced HR operational efficiency by 20%.
- Leveraged Node.js, Restify, and MongoDB for leave application flow, and Oracle DB for vaccination status. Integrated an NLP model using Luis.ai for enhanced conversation capabilities.

TECHNICAL SKILLS:

Technologies and Programming Languages: JavaScript, TypeScript, Nest.js, Express.js, Node.js, Python, Restify, Microsoft Cognitive Services, Google Dialogflow, Mocha
Database: MongoDB, MySQL, Cosmos DB, PostgreSQL
Other Technical Skills: Git, Web Services (API), Azure, AWS, Docker, Kubernetes, CI/CD, Redis, Unit testing, OpenAI, Generative AI, LLMs, Data Structures, Algorithms, System Design, High Level design, Low Level Design, Kafka, Analysis of Algorithms, Supabase, Sockets

ACHIEVEMENTS

- Engineered a successful Stripe payment gateway integration from scratch, opening up the United States market and driving a 30% surge in sales. This integration greatly improved customer satisfaction by offering a seamless and secure payment process.
- As a new graduate at Celebal Technologies, I independently developed the Adani CMS and Chatbot platform, managing thousands of API calls per second, showcasing exceptional technical prowess and initiative.

EDUCATION

Rajasthan Technical University (8 CGPA)   July 2017 – July 2021
Bachelor of Technology [B.Tech], Computer Science   Jaipur, Rajasthan