

# Amit Pathak

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## PROFILE

Software Engineer with over 1.5+ years of experience in CRM, Edtech, and working with clients across various sectors. Proficient in Python, Core Java, RESTful APIs, microservices, and cloud technologies (AWS). Strong expertise in agile methodologies and comprehensive application development throughout the software development life cycle. Passionate about problem-solving and committed to delivering high-quality, large-scale enterprise solutions. Continuously driven to learn and adopt emerging technologies to enhance innovation and efficiency.

## EDUCATION

• MSc. in Advanced Computer Science	University of Strathclyde, UK	2:1	Jan 2023 - Mar 2024
• Bachelor of Engineering, Computer Sci.	Jabalpur Engineering College, India	1 <sup>st</sup> Division	July 2017 - Aug 2021

## TECHNICAL SKILLS

- |  |   |
|--|---|
| • Python, Data Structures & Algorithms | • Core Java, Spring Boot, Spring MVC, OOPS              |
| • REST API, GIT, SQL                   | • Agile Methodology, SDLC, Unit and Integration Testing |
| • SOLID, Design Patterns, AWS, CI/CD   | • React, JavaScript, HTML5, CSS                         |

## EXPERIENCE

**Teleperformance, Customer Advisor (Lloyds Banking Group)** June 2024 - Current

- Assisting customers through phone and email with queries on disputed payments, frauds, and other banking services. Demonstrated strong communication skills to effectively resolve customer issues.

**Leadsquared, Software Engineer I** Oct 2021 - Dec 2022

- Developed and implemented features, facilitating customised solutions by API integrations with over 15 third-party applications for Leadsquared's CRM tool.
- Utilised a comprehensive tech stack including Java, Python, AWS (EC2, S3, Lambda), SQL, HTML, CSS, Git, and Agile methodologies, CI/CD pipelines, contributing significantly to 2% of the product's codebase. Proactively resolved over 200 critical bugs and issues through advanced API integrations and proficient problem-solving skills.
- Successfully optimised web service performance, reducing latency by 20% through the migration to asynchronous/synchronous architecture, enhancing user experience.
- Demonstrated exceptional project management skills, delivering 80%+ of projects on schedule. Collaborated effectively with cross-functional teams comprising over 25 members, fostering clear communication and teamwork.

## ACADEMIC PROJECTS

### NLP-powered SQL Query Construction Tool:

- Developed a user-friendly interface integrating ChatGPT to convert natural language prompts into SQL queries.
- Implemented advanced NLP techniques for accurate SQL generation, allowing non-technical users to query databases effortlessly.
- Achieved 92% translation accuracy from English to SQL, enhancing user confidence and reducing developer intervention.
- Facilitated seamless database interactions with automated query generation, driving faster decision-making.

### Stock Price Prediction with Genetic Algorithm in R:

- Developed a genetic algorithm-based model in R for accurate stock price prediction, enhancing financial forecasting capabilities.
- Leveraged R programming for comprehensive data analysis and model optimization, ensuring precise predictions.
- Advanced research in evolutionary computation, contributing innovative techniques to the financial technology domain.

## AWARDS & RECOGNITIONS

- National Interactive Mathematics Olympiad: Secured an All-India Rank 01 out of 300K+ participants class 10th in Mathematics Olympiad conducted by Eduheal Foundation in 2015.