

Amit Singh Bisht

Microsoft / IIT Indore

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Education

2014 – 2018 **Bachelor of Technology in Electrical Engineering, IIT Indore.**

Work Experience

Jan'22 – present **Software Engineer 2, Microsoft**, Bengaluru, India.

- Developed new Voice APIs like Accept/End/ Hold/Unhold calls, start/stop/pause/resume transcription and recording for Microsoft Omnichannel CCaaS (Contact Center as a Service). - (C#, Azure Service Fabric, Azure communication Service, Microsoft Dataverse)
- Created, Packaged, and Rolled out CCaaS Voice API solutions to all the 13 Regions where Microsoft Dynamic 365, Omnichannel is present to allow consumers to interact with Omnichannel programmatically. - (Azure Devops, Microsoft Dataverse)
- Implemented Eventing Mechanism to notify customers for Typing Indicator, New Incoming Message etc. - (C#, Azure Service Bus, Microsoft Dataverse)
- Developed new CCaaS Chat APIs to accept, reject, timeout, rejoin, pick, assign, monitor conversation etc. - (C#, .NET, Microsoft Dataverse)

July'18 – Dec'21 **Software Development Engineer, Tesco**, Bengaluru, India.

- Contributed to the development and scaling of the Product APIs, that provide up-to-date product information to Tesco UK and ROI ecommerce website and In-Store-Tills at 6000 Tesco UK Supermarket stores, serving up to 150 million hits per day. - (Springboot, Elasticsearch, AWS, SQLite DB)
- Lead the development of Product Hierarchy application, an enterprise application used to retrieve the products belonging to various levels of the product hierarchy. Serving upto 200k requests per hour - (Java, Springboot, AWS, Elasticsearch, Couchbase)
- Created a multi-node Kafka Cluster on Azure and implemented eventing send product updates to consumer Teams. - (Kafka, Azure, Terraform)

Technical Skills

Programming Languages - Java, C#

Frameworks - Spring Boot, Dropwizard, .NET

Databases - Couchbase, Elasticsearch, Cosmos DB, Microsoft Dataverse

Cloud - AWS, Azure

Other Technologies - Kafka, Terraform, Docker, Azure Service Fabric

Additional Experience & Achievements

2014 **JEE Advanced (IIT-JEE)**, All India Rank - **3672** out of **1.4m+** who applied for JEE Main.
codeforces **Handle: [asbisht456](#)**, Current Rating: **1968** (Candidate Master).

Projects

- 2023 **Omnichannel on Google Messages**, Integrated the existing Omnichannel CCaaS(Contact Center as a Service) APIs with Google Messages to make the omnichannel available on messages using RCS.
- 2020 **Subscription-based Product Delivery Application**, Developed an application to enable users to subscribe to products with customizable delivery intervals (e.g., monthly or user-defined), streamlining recurring order management and enhancing user convenience. .
- 2017 **IITI Alumni Portal**, Developed IITI Alumni web portal backend and designed SQL schema to support CRUD operations for the same. SpringBoot, SQL, Java.