SHIVAM KUMAR DUBEY

DIGITAL SPECIALIST ENGINEER, INFOSYS

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PROGRAMMING LANGUAGES

- Java
- C/C++
- TypeScript
- Dart
- C#
- Python
- JavaScript
- Sql/MySql

PLATFORM/FRAMEWORKS

PRIMARY:
- Microservices
- .NET MVC
- .NET WEB API
- Flutter
- DynamoDB

SECONDARY:
- MongoDB
- Angular
- Azure DevOps
- AWS
- Git

PERSONAL PROJECTS

VetoMeter: *Dart, Flutter, Android*

- An app where you can create polls or cast votes on them, on any topic.
- Share its link in your friends' circle via any platform.
- View Live Results of the poll.
- Built on Flutter framework with a beautiful UI and smooth UX.
- Click here to view code.

EDUCATION

- Heritage Institute of Technology, Kolkata

  B-Tech in Information Technology
  July 2018 - July 2022 | 9 CGPA

- Sarvodaya Senior Sec. School, Kota

  Science Stream | CGPA
  May 2016 - April 2018

ACHIEVEMENTS

- Internship at Amazon
- Best Rookie of the Year Award at Infosys
- Excellent feedback/appreciation from clients
- Gold Medalist in International Olympiad of Mathematics (X)
- Bronze in All West Bengal Shi-To-Ryu Karate Championship

SUMMARY

.Net Full Stack Developer having 2.5 years of experience, known for delivering impactful results & strong communication. Recognized for contributions at Infosys, having received the **Best Rookie of the Year** award in the unit & excellent client feedback. Proficient in OOPs, Data Structures, Algorithms & Low Level Design, with a strong belief in my ability to quickly learn and adapt. Actively seeking new opportunities to apply my problem-solving and execution skills to the team success.

WORK EXPERIENCE

INFOSYS ● DSE | Aug 2022 - present

Conversation Control: *C#, Typescript, .NET*

- The project required analysis of 5 P0 scenarios with reliability in the range of 70-80%, aiming to boost it above 90%.
- Successfully enhanced the overall stability of all scenarios by identifying and resolving more than 20 bugs, and other repair items.
- Implemented innovative ideas like scenario markers to accurately measure the metrics of the P0 scenarios, ensuring that the numbers are more reliable.
- Achieved remarkable improvements, with 3 scenarios reaching reliability levels exceeding 99.5% and the remaining 2 scenarios 98% or higher.

Customer Service Trial: *C#, Typescript, .NET*

- Contributed to the customer service module of Microsoft Dynamics 365, increasing potential client engagement by 25%.
- Developed new AI-powered bots, reducing initial response time by 40% and improving customer satisfaction scores by 15%.
- Upgraded existing bots to the Copilot framework, resulting in a 30% increase in bot efficiency and alignment with Microsoft's strategic initiatives.
- Designed a queue system for workstreams, reducing agent assignment time by 50% and improving overall customer support efficiency by 20%.

Accessibility Testing Automation: *.NET, Playwright*

- Created a Proof of Concept (POC) independently to demonstrate automated accessibility testing for the narrator, replacing the current manual process.
- Developed a Speech To Text utility using the .NET framework, leveraging Microsoft's Cognitive Services to transcribe narrator speech into text.
- Compared transcriptions with expected values and integrated the utility using Playwright framework to access webpage content and facilitate navigation.
- This POC is expected to secure a new project from Microsoft. The automation is projected to increase efficiency by 80% and reliability by 95%, by minimizing human intervention.

AMAZON ● SDE Intern | Jan 2022 - Jun 2022

CDO Privacy - CBCC Onboarding: *Java, Spring, AWS*

- This project aimed to enhance transparency for Indian Amazon users regarding data collection and usage, enabling them to access and request deletion of their stored information, to comply with upcoming Data Protection Laws.
- Designed HLD & LLD, developed & deployed over 10 APIs on AWS Lambda for seamless viewing and deletion operations, using technologies like SQS, DynamoDB, EC2, and S3.
- Created APIs within a microservices architecture, using Dependency Injection to enhance scalability and maintainability.