

Saurabh Bhalerao

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SUMMARY

Innovative and result-driven **Technology Lead** with over 7+ years of experience specializing in building and scaling **B2B SaaS applications**. Proven expertise in **front-end development** using modern frameworks like **React.js**, **Next.js** coupled with a strong aptitude for researching and adopting emerging technologies. Adept at **leading cross-functional teams**, optimizing development processes, and delivering user-centric solutions that align with business goals.

EXPERIENCE

Technology Lead | AIT Global India Pvt Ltd

October 2024 - Present, Pune

- Leading the development of B2B SaaS product, ensuring high-quality deliverables within deadlines.
- Collaborating with cross-functional teams to define, design, and ship new features.
- Managing and mentoring a team of developers, fostering a culture of learning and growth.
- Conducting code reviews to maintain code quality, scalability, and adherence to best practices.
- Coordinating with stakeholders to translate business requirements into technical solutions.
- Ensuring responsive web design and cross-browser compatibility for web applications.
- Successfully implemented scalable architectures using modern frameworks React.js, Molecular Services, etc.
- Optimized application performance by leveraging React Hooks.
- Improved team efficiency by introducing streamlined development workflows and continuous integration.
- Created and maintained reusable **npm libraries** to standardize and streamline development across projects.

Senior UI Developer | AIT Global India Pvt Ltd

April 2023 - October 2024, On-site

- Designed and implemented modern UI solutions, improving **user engagement**.
- Collaborated closely with stakeholders to translate business requirements into technical deliverables.
- Enhanced application performance by optimizing **Redux state management** and implementing modular components.
- Guided front-end team to construct adaptable user interfaces with React.js, improving UI efficiency and user engagement.
- Pioneered the development of a comprehensive component library in React, standardizing UI elements across projects and reducing development time.
- Spearheaded the redesign of a client-facing web portal, employing advanced technologies such as React.js and Redux.

UI Developer | AIT Global India Pvt Ltd

May 2022 - March 2023, On-site

- Developed **responsive user interfaces** ensuring cross-platform compatibility.
- Debugged and refactored legacy code, significantly improving **application efficiency**.
- Collaborated with designers and back-end developers to deliver seamless user experiences.
- Implemented cross-platform UI features using modern JavaScript frameworks and APIs, streamlining user interaction.

Application Support Engineer | AIT Global India Pvt Ltd

December 2021 - May 2022

- Provided technical support and maintenance for web applications, minimizing system downtime.
- Improved system usability by identifying and resolving performance bottlenecks.
- Implemented new features and fixes
- Collaborated with cross-functional teams
- Managed version control using Git

Customer Service Representative | Tech Mahindra Business Services

July 2020 - December 2021, Pune, Maharashtra, India

- On-call sales/cross-sales/upsells and upgrade support
- Worked on on-call sales/cross-sales/upsells and upgrade support

Senior Customer Service Representative | Capita India

April 2018 - January 2020, Pune Area, India

- Worked as a part of the team that provided email support for B2c e-commerce website.
- Worked as a part of the team that provided chat support over x(twitter) and facebook for B2c e-commerce website.

- Worked as a part of the team that provided chat support for an International Telecom provider.
- Spearheaded a service enhancement initiative that increased customer satisfaction scores by 20% through comprehensive staff training and process streamlining, utilizing CRM software to manage and track over 5,000 customer interactions monthly.
- Led a team of junior representatives to achieve a 30% reduction in average handling time by implementing strategic workflow optimizations and leveraging customer feedback analytics for continuous improvement.

Customer Service Representative | Mphasis Software And Services India Limited. An Eds Company

January 2017 - November 2017, Pune Area, India

- Executed accurate claims processing for an international insurance company using CRM systems and documentation tools, ensuring policyholder satisfaction.
- Collaborated with cross-functional teams to refine customer interaction protocols, achieving a 30% increase in first-call resolution rates and enhancing overall customer satisfaction scores by utilizing CRM systems and feedback analysis tools.

EDUCATION

Bachelor's degree, Mechanical Engineering |

JSPMs Jayawantrao Sawant College of Engineering, Handewadi Road, Hadapsar, Pune 28.

2013

Muktangan English School - India

2005

SKILLS

Industry Knowledge: Hooks, React Hooks, Redwood, Team Building, Web Applications, Responsive Web Design, Code Review, Document Object Model (DOM), Debugging, TypeScript, Express.js, Front-End Development, Web Development, Customer Service

Tools & Technologies: Webpack, Redux, Next.js, ECMAScript, HTML, REST APIs, Bootstrap, Tailwind CSS, SASS, Redux.js, HTML5, Cascading Style Sheets (CSS), JavaScript, jQuery, Git, Node.js, React.js

Interpersonal Skills: Team Management, Team Leadership, Communication

Languages: English, Hindi, Marathi