

BHASKAR KUMAR

SOFTWARE ENGINEER

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<https://github.com> | <https://www.linkedin.com/in/> | portfolio-bhaskarkrp.vercel.app

SUMMARY

Results-driven Full-Stack Web Developer with expertise in frontend technologies (HTML, CSS, React) and backend development (Node.js). Proven track record in leading development projects, managing teams, and delivering high-quality web applications. Skilled in providing top-notch SEO services, developing healthcare applications, and fostering team collaboration. Recognized for driving significant improvements in user experience, operational efficiency, and organizational profitability through strategic initiatives and agile methodologies. Passionate about continuous learning and applying technical skills to solve complex problems and contribute to organizational success.

EDUCATION

B. P. Poddar Institute of Management and Technology, Kolkata	Aug 2018 - May 2022
B.Tech (ECE)	8.36 GPA
D. N. Y College, Madhubani	Feb 2017 - Feb 2018
Intermediate	75.6%

PROFESSIONAL EXPERIENCE

InspironLabs

Software Engineer

Bengaluru, India

Feb 2023 - Present

- Enhanced an advanced SEO product, integrating content creation and competitive content analysis, leading to a 30% increase in search engine rankings.
- Utilized analytics tools to monitor and optimize website performance, reducing load time by 20% and improving user engagement.
- Led the development of the Navigator from scratch for Optum, the largest healthcare product provider in the USA (UHC), resulting in a 25% increase in user satisfaction.
- Employed agile methodologies to manage project timelines and deliverables, optimizing performance and creating an excellent user interface, reducing user errors by 15%.
- Managed a team of eight developers, providing guidance and support to achieve project goals. Facilitated daily stand-ups, sprint planning, and retrospectives to maintain agile workflows.

Snapdeal

Software Engineer (GET)

Gurugram, India

May 2022 - Feb 2023

- Improved a real-time chat application to resolve customer order issues, achieved an impressive quarterly expense reduction of 11 lakhs, bolstering organizational profitability through migrating from a proprietary platform to open-source with 0 data loss.
- Developed a metrics page for administrators to monitor average resolution and first response times for agent chats, including time range filters for improved analysis. Improved efficiency by 40% by eliminating dependency on external analytics tools, and streamlining the monitoring process.
- Implemented a queue system for excess chats, with users receiving predefined waiting time messages, resulting in a 25% increase in customer satisfaction and a 20% reduction in agent burnout.
- Developed a feature enabling administrators to set reminder messages and intervals, ensuring timely follow-ups with users. Implemented automatic chat resolution after the final reminder, reducing unresolved tickets by 30% and increasing overall customer response rates by 20%.

TECHNICAL SKILL

Programming language: JavaScript, TypeScript, Ruby

Frontend Technologies: HTML, CSS, React.Js, Next.Js, Redux, Saas, Tailwind, MUI, Ant Design, Jest

Backend Technologies: Node.Js, Express.Js, Ruby on Rails

Tools and Platforms: GIT, Grafana, Kibana, Firebase, Jenkins, AWS, JIRA, Rally, Swagger

ACHIEVEMENTS

Shining Star - Annual Award

InspironLabs

Recognized with the prestigious "Shining Star - Employee of the Year" award, highlighting exceptional commitment to value delivery. Spearheaded transformative initiatives over the past year, driving significant organizational profitability through strategic approaches and a dedication to excellence.

Ripple Effect Award

InspironLabs

Received recognition for conducting an interactive session on Frontend Development, emphasizing HTML, CSS, React, and Redux for the Backend team.

Wow Award - Warriors of waste

Snapdeal

Recognized for exceptional dedication and effort in identifying and implementing cost-saving measures, resulting in savings of 11 lakhs per quarter.
