Bikram Singh Patel

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Sr. Software Engineer (UI Development)

- Energetic IT Professional with an experience of 9+ years in Software Development especially Front-End & functional domains – Banking, Insurance, Healthcare, Retail, Travel, Finance & Banking. Have worked in both Service & Product based companies (mostly US, 1 Australian and few Indian) ranging from Start-ups to MNCs.

Skills

Technical

- Languages: HTML (5), CSS (3), Javascript (>= ES5), TypeScript
- JS Libraries: React JS, Knockout JS, Vue JS, jQuery
- Other JS Libraries/Frameworks: React-Redux, Node JS (Basics), Webpack, Babel
- Package/Version Managers: NPM, Yarn, Brew, NVM
- CSS Libraries/Frameworks: Ant Design, Material Design
- CSS Pre-processors: SASS, LESS
- IDE/Editors: VS Code, Visual Studio
- Tools: Tortoise SVN/Git, SourceTree, MS VSS, MS Office, Soap UI, Rally, HP QC, JIRA, BitBucket, Trello, TFS
- Application Hosting Servers: Microsoft IIS, Nginx, Webpack Dev Server
- Operating Systems: Windows XP/Vista/7/10; Fedora Linux, Mac OSX
- Server Operating Systems: Windows Server 2003, Oracle Linux Server,
- Host Environments: GCP Compute, GKE

Skills currently being acquired:

- Node JS (Advanced), React Native

Others

- Proficient in Verbal & written Communication Skills.
- Possess knowledge on CMMI & PCMM standards & process.

Professional Experience

NCR CORPORATION *(U.S. Based MNC, Product, Banking Domain)*   **Senior Software Engineer,** since Dec/2019

Project: Artificial Intelligence Conversation
Sub Project: Chatbot Integration

Description:
The aim of this project is to provide Chatbot product (on Mobile & Online banking apps) of banks for the end customers as a means of Conversational Banking. The work involved is to customize the SDK provided by Chatbot vendors (in this case – Kasisto), add Authentication Gateway module, collaborate with Product Manager & UX Designer for customer experience & designs, Backend Developers for API Integration, & testing plan with QA.

Role: Senior UI Developer

Technologies: HTML 5, CSS 3, JavaScript, React JS, SASS, Nginx, Webpack 4, Babel, VS Code, Webpack Dev Server, Figma, Git, GCP, JIRA

Key Achievements:

- Have successfully created the product with good customer experience & is aimed to create banking convenient for 600-650 FIs (1Million+ customers) by making it available over platforms like Online Banking, Marketing Website & Mobile Apps (Largest User base). Already integrated with 14+ FIs. Have successfully integrated the Chatbot UI App with Mobile banking app using the Webviews.
- Have provided the easiest way of integration for banks i.e., by embedding just a single script.
- While working for this project, have simultaneously worked in other Project teams, & have become a Go-to guy for Director (Branch head).

Project: Dynamic Forms Automation
Sub Project: Consumer UI & Admin UI

Description:
The aim of this project (DFA) is to provide the customers, a one-stop location, to access different banking forms in visually attractive way over the platforms like Online Banking & Mobile Apps. Additionally, have also created an administrative solution that allows FIs (Banks/CUs) to manage & organize the forms conveniently & configure what the end customer should see.

Role: Team Lead, Lead UI Developer

Technologies: HTML 5, CSS 3, JavaScript, React JS, SASS, React-beautiful-dnd, Nginx, Webpack 5, Babel, VS Code, Webpack Dev Server, Figma, GIT, GKE

Key Achievements:

- Have created this product as a replacement of existing one (which had limited/no configurability) & aimed to make life easy for 600-650 FIs (1Million+ customers). Already integrated with 5+ FIs.
- Have analysed the requirements in detail (low level), found a lot of gaps & worked with Product & User experience team to re-define them focusing on quality & better customer experience.
- Have successfully led the Project Development team by resolving issues/blockers that the team faced, shared pre-acquired banking knowledge with them, provided functional & technical solution to them & ensured to prevent re-work & delivered the product timely.
- Managed & supported a team of 6 members.

Project: Purchase Rewards

Description:
The aim of this project (Purchase Rewards) is to provide a solution that advertises & allows end customer to join a system that earns them Reward points by making purchases over Debit/Credit cards. This solution is available over Online Banking & Mobile Banking apps.

Role: Lead UI Developer

Technologies: HTML 5, CSS 3, JavaScript, React JS, SASS, Nginx, Webpack 4, Babel, VS Code, Webpack Dev Server, Figma, GIT, GCP, JIRA

Key Achievements:

- Have successfully created the UI app for OLB & Mobile banking platforms & made it cross compatible & responsive. Currently serving 350+ FIs/banks.
- Have helped Backend team in solving a major use case related to Mobile flow.

Project: Artificial Intelligence Conversation
Sub Project: Bot Admin – Phase 1 (Internal Usage for Technical Support)

Description:
AIC Bot Admin is an admin application that allows the technical support team to bulk update the Bot records (that are used by platforms like Alexa) for conversational banking on Alexa Device. This solution answered the problems of reducing the hectic manual work done by customer support & clients.

Role: UI Developer

Technologies: HTML 5, CSS 3, JavaScript, React JS, React-Redux, SASS, Node-SASS, Nginx, Webpack, Babel, Create-React-App Bootstrapper, Material Design, VS Code, Webpack Dev Server, Oracle Linux Server, Draw IO, GIT, GCP, JIRA

Key Achievements:

- Have completed end to end work successfully including requirement gathering, wireframe/mock-up creation, UI implementation with key features of reading CSV & conversion to JSON, data validation & submission & hence created a self-service tool for technical support team who used to manually perform the task of updating data which was time-taking & hectic.

NEETABLE TECHNOLOGIES PVT LTD *(India based startup, Product/Services, Multi Domain)*   **Senior Software Engineer,** Feb/2019 to Oct 2019

Project: Vitus Vet *(Maintenance)*
Client: Vitus Health Animal Inc *(U.S. based, Product, Healthcare Domain)*

Description:
Vitus Vet is a solution that connects pet owners with veterinarians. The solution comprises of web portal, mobile app, & admin web portal. Through this solution, pet owners can request for appointments, communicate with vets, receive reminders for vaccine & appointments. Also, veterinarians can log in & view the appointments, view clients & patients, their medical reports, receive reminders for appointments & communicate with clients. The work involved fixing the bugs in the existing application & creation of user interfaces, implementing validations, integrating APIs & application deployment.

Role: Senior Full-stack Developer

Technologies: HTML, CSS, JavaScript, React JS, GIT, GitHub Desktop Client, JIRA, MS Visual Studio 2017, Visual Studio Code, Microsoft IIS, .NET

Key Achievements:

- Have fixed post-production bugs & improved product stability by reducing 20-22% bug count per sprint & prevented occurrence of same issues for different clients.
- Have re-written the batch service of bulk data sync to avoid incorrect/invalid data sync for multiple clients & prevented future bugs.

THOUGHTFOCUS *(India based MNC, Service, Multi Domain)*   **Senior Software Engineer,** Sept/2018 to Jan/2019

Project: Prequalification System *(Development)*

Client: Credit Plus *(U.S. based, Service, Finance Domain)*

Description:

PQS is a project comprising of multiple applications – PQS admin console & PQS Forms. PQS is a solution that will allow our client to bring the vendors on their platform so that they can manage their products & executives. This solution fetches the credit score of the end user that can be entered through the PQS forms & display the products that they are qualified for (configured by lenders & managed by loan officers/executives). The work involved creating both the applications from scratch that included creating user interfaces/popups/loaders, routing, validations, API integrations & application deployment.

Role: Senior UI Developer

Technologies: HTML, CSS, JavaScript, Vue JS, Knockout JS, jQuery, Bootstrap CSS, Webpack, Webpack Dev Server, Tortoise GIT/SVN, SourceTree, JIRA, MS Visual Studio 2017, Microsoft IIS, .NET

Key Achievements:

- Taken Ownership of all UI Apps & fixed a lot of cross-browser compatibility issues (mostly Internet Explorer) which was highly appreciated by Project Manager & finished the project within strict deadline of 3 months (fixed bid project) by working overtime (though project required a time of minimum 5 months for completion).

INTERGLOBE TECHNOLOGIES PVT LTD *(India based, Product/Service, Travel Domain) – Subsidiary of Interglobe Aviation (Top Airlines in India)*
Software Engineer, Aug/2016 to Aug/2018

Project: Robotics *(Maintenance/Enhancement)*

Client: Webjet *(Australia based, Product/Service, Travel Domain, Top Online Travel Agency)*

Description:

Robotics is a project comprising of multiple applications – Robotics Service, Commission GUI (web application), Q Monitoring Dashboard (web application). Robotics Service is a solution to automate the tasks that once were done manually by travel agents. Commission GUI is an application to manage the admin data (commissions, airlines, countries etc.). Q Monitoring Dashboard is a monitoring application that shows the statistics & charts related to client data. The work involved creating user interfaces to input & query data, implanting validations, integrating APIs, popups, & loaders.

Role: Full-Stack Developer

Technologies: HTML, CSS, JavaScript, jQuery, Knockout JS, Tortoise GIT/SVN, MS Visual Studio 2012/17, .NET

Key Achievements:

- Automated the manual task of movement of tickets across queues by successfully implementing a bug-free Load balancing algorithm with Self-healing mechanism, hence saving a lot of cost for client, & increasing their revenue.
- Led the team during the absence of Team Lead (for 2 months) & made 2 consecutive successful project releases.

Q3 TECHNOLOGIES *(India based, Service, Multi Domain, CMMI L3)*   **Senior Software Engineer,** Jan/2016 to July/2016

Project: Supplier Portal *(Development)*

Client: Sistema 10 *(Peru based, Service, Retail Domain)*

Description:

Supplier Portal Application is based on Retail Domain. It allows different types of users i.e., Seller, Buyer, both Seller & Buyer & the Admin users to view the details like Invoice, Payments, & Purchase/Service Orders etc. It allows user to create Invoices of the purchase orders received by a Supplier. The admin users also have the privilege to edit configuration settings for the other users. The work involved creating user interfaces/popups/loaders, routing, implementing validations, integrating APIs & application deployment.

Role: Full-Stack Developer

Technologies: HTML, CSS, Bootstrap CSS, JavaScript, jQuery, Tortoise SVN, MS Visual Studio 2013, Microsoft IIS, .NET

Key Achievements:

- Was solely responsible for end-to-end development of application without proper leadership.

JEEVOM HEALTHCARE PVT LTD *(India based start-up, Product, Healthcare Domain)*   **Senior Software Engineer,** Oct/2015 to Jan/2016

Project: Jeevom.com *(Development)*

Description:

Jeevom is a healthcare service management system. It gives the interface to an individual to book online, in-clinic, home-based, email & chat consultation with the healthcare providers & facilities. It also allows the user to book lab tests & make a purchase request for medicines. The work involved creating user interfaces/popups, implementing validations, & integrating APIs.

Role: Full-Stack Developer

Technologies: HTML, CSS, Bootstrap CSS, Knockout JS, jQuery, Tortoise Git, SourceTree, Bitbucket, MS Visual Studio 2013, JIRA, Postman, .NET

Key Achievements:

- Worked in very fast paced sprints (Scrum) of 1 to 2 weeks including deployment to Production.

EVRY INDIA PVT LTD (Prev **SPAN INFOTECH PVT LTD.)** *(Norway based MNC, Service, CMMI L5/PCMM L5)*
Software Engineer, Feb/2013 to Sept/2015

Project: Claim Processing System *(Maintenance)*

Client: Sedgwick *(U.S. based, Service, Insurance Domain, Top Claim Management Services Company)*

Description:

Claim Processing system is a system that intakes, processes & reimburses the claims reported by customers for the damage that are covered as per the insurance. These claims include General, Auto & Travel Insurance benefits. The work involved creating user interfaces/popups/loaders, implementing validations, integrating APIs & deployment.

Role: Full-Stack Developer

Technologies: HTML, CSS, Bootstrap CSS, JavaScript, jQuery, Tortoise SVN, MS Visual Studio 2008/2010/2012/2013, Rally, HP QC ALM, MS IIS, .NET

Key Achievements:

- Won Star Performer of team award twice for quality & timely delivery of changes.
- Led a team of 10+ members (in the absence of Team Lead).
- Finished a project without crossing deadline when short of resources & worked daily for a whole month (including Weekends & Late nights)

Project: Interns Information Management System *(Development)*

Description:

Interns Information Management System is a web application that allows HR to manage the records, training plans & assessments for the Interns & Trainees undergoing the Company's Internship program. This project was divided into 8 Modules.

Role: Full-Stack Developer

Technologies: HTML, CSS, JavaScript, MS Visual Source Safe, MS Visual Studio 2010, FxCop, .NET

Key Achievements:

- As an Intern, taken ownership & worked on my module without any major help from anyone.

Educational Qualifications

B.E. (Computer Science & Engineering) – 2008 to 2012
First Class - 63.36%

University: Visvesvaraya Technological University, Belgaum, KA, India
Institution: Shree Devi Institute of Technology, Mangalore, KA, India