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# Education

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## Shahbad Daulatpur,Delhi Delhi Technological University Aug 2012 – May 2016

 B. Tech in Computer Engineering with aggregate **75.21%**

# Work Experience

## Software Engineer Shopclues Jun 2016 – Present

 Developed semi automated order based customer support ticketing system(CSHARP) for replacing Zendesk saving 0.1 million dollars annually for the company.

 Implemented CSAT survey system for measuring customer satisfaction level.

 Build KRA Dashboard for customer support agents, calculating score on the basis of their productivity, knowledge, shift adherence and resolution accuracy.

 Developed Reporting panel measuring pendency, sla adherence and productivity of customer support agents.

 Success of CSHARP led to the development of MSHARP.

# Internship

**Web Development Undostres.com.mx Jun 2015 – Aug 2015**

 Developed the website [https://www.undostres.com.mx](https://www.undostres.com.mx/) which provides online recharge services in Mexico.

 Integration of Conekta payment gateway, NEXMO API for phone verification with multiple payment option like credit/debit card, paypal and undostres wallet.

# Projects

1. **Merchant SHARP - Shopclues Nov 2017 – Present**

 A semi automated mandatory id( order, manifest, product or batch) based merchant support ticketing system based on osticket which is an object relation mapping framework(ORM).

 Implemented various design patterns like singleton, factory, composite view, builder.

 Integration of Rabbitmq and Kafka, queuing systems, for optimizing the ticket creation, emailing process and removing the dependency on table triggers.

1. **Customer SHARP - Shopclues Jun 2016 – Oct 2017**

 A semi automated order based customer support ticketing system based on osticket which is an object relation mapping framework(ORM).

 Integration of Rabbitmq, a queuing system, for optimizing the ticket creation and emailing process.

1. **File Asynchronous download Aug 2017 – Sept 2017**

 A php library that runs mysql queries in chunks asyncronously and producing the output in a CSV file.

 This increases the process of running query and fetching result n fold times and does not lead to time out of mysql server.

 The project is committed on github. https://github.com/dm79219/file\_asynch\_download

1. **YouTube Video Clipper Mar 2015 – May 2015**

 In this project, a website was developed that trimmed YouTube videos according to the time specified by the user.

 The link created can be saved if the user is logged in and can be shared across different social networking sites.

# Technical Skills

**Languages:** C, C++, HTML, CSS, Javascrpt, jQuery, php **VCS:** Git, SVN

**Queueing System:** Rabbitmq,

**Frameworks:** Bootstrap, osticket

**Databases:** MySQL, MongoDB

# Achievements

Kafka

 Secured **792** Rank in All India Engineering Entrance Examination held in 2012 out of, approximately, 1,200,000 candidates.

 School Topper in the 13th National Science Olympiad for math held by Science Olympiad Foundation in the year 2011.

 Completed a course of C/C++ languages at NIELIT (National Institute of Electronics and Information technology) during the summer vacation following the first year.

## Positions of Responsibility

 **Logistics Head** of the Engifest’15, the annual cultural fest of Delhi Technological University.

 **Class Representative** of the Computer Engineering Department in Student Council

 **Organizer** of Codex, a coding event of Phoenix’15 (tech-fest of CSI-Delhi Technological University) held in February 2015.

 **Organizer** of international e-summit held under Asia-Pacific Student Entrepreneurship Society (ASES-DTU) held in February 2015.

 **Web-Development head** of Asia-Pacific Student Entrepreneurship Society (ASES-DTU).