

# MUKESH RAO

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## TECHNICAL SKILLS

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- Languages: JavaScript, TypeScript
- Frameworks: Node.js, Express.js, NestJS, React
- Databases: PostgreSQL, MongoDB, Redis
- Messaging Systems: Apache Kafka, Apache Pulsar
- DevOps Tools: Jenkins, Heroku, GitLab, Docker, Node-RED
- Testing: Jest, Karate, Gherkin

## WORK EXPERIENCE

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**Infosys Ltd.** – Senior Associate Consultant May 2022 – Present  
Pune, IN

- Developed telecom middleware for real-time ticket management, leveraging Node.js, Kafka, and Pulsar, improving operational efficiency by 30
- Designed and deployed scalable REST APIs and microservices with NestJS, enhancing system scalability by 40
- Integrated cron schedulers and multi-channel messaging (Email, SMS, Slack) to improve outage notification system reliability by 50

**Bacancy Technology** – Senior Software Engineer Dec 2021 – April 2022  
Ahmedabad, IN

- Built backend services and integrated REST APIs using Node.js, enabling seamless data flow for client-facing applications.
- Integrated Elasticsearch to index real-time field worker locations, reducing lookup latency by 70
- Optimized backend systems for scalability and performance, reducing response times by 30

**Tata Consultancy Services** – System Engineer Feb 2019 – Dec 2021  
Gandhinagar, IN

- Developed a campaign management system for 33+ affiliates, reducing manual effort by 60
- Implemented CI/CD pipelines with Jenkins and Heroku, reducing deployment time by 40
- Designed scalable content models in Contentful, reducing content duplication by 50

## PROJECTS

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TISL– Verizon Feb 2024 – Present

- Developed telecom middleware to convert upstream ticket data into TMF-621-compliant payloads, reducing data transmission time by 40
- Integrated Kafka and Pulsar for message queuing, enhancing real-time data processing and reliability.
- Technologies Used: Node.js, TypeScript, Kafka, Pulsar, PostgreSQL, Redis, Handlebars

FEVO – NBN April 2023 - April 2024

- Designed a data transformation middleware to connect Nokia's SMP and Altiplano systems, reducing integration time by 25
- Technologies Used: Core Java, Node-RED, Karate, Gherkin

ECHO– Verizon May - 2022 -

- Engineered a real-time outage management system using cron-based schedulers and Pulsar's pub/sub messaging model.
- Developed a responsive React frontend to visualize outage details and real-time notifications.
- Integrated multi-channel notifications (Email, SMS, Slack) to improve stakeholder communication and incident response time by 50
- Technologies Used: NestJS, Node.js, PostgreSQL, TypeScript, Jest, React

Campaign Management System– ELANCO (Jun 2019 – Dec 2021)

- Developed a content management system for 33+ affiliates, streamlining campaign launches and reducing manual effort by 60
- Implemented CI/CD pipelines using Jenkins and Heroku, improving deployment efficiency by 40
- Optimized system architecture for high availability and performance under varying traffic loads.
- Technologies Used: Node.js, Contentful, Jenkins, Heroku, Express.js

## EDUCATION

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**Gujarat Technological University** • Gujarat, IN June 2015 – April 2017  
*Masters of Computer Application* • GPA: 8.1/10

**Gujarat University** • Gujarat, IN June 2012 - March 2015  
*Bachelor of Computer Application*

## CERTIFICATES

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- Contentful
- SAlFe
- Modern JavaScript

#### AWARDS

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- On Spot Award
- Star Team Award