

WORK EXPERIENCE

Product Engineer 3 INTERCOM, Dublin (Ireland) Feb 2024 – Now

- Leading projects like Helpdesk (Inbox) revamp, Whatsapp & Meta Integration and disambiguate them by creating tech and capacity allotment plans, supporting execution, and ensuring continuous alignment with designers and project managers.
- Acted as a mentor and collaborator, emphasizing knowledge sharing and team support for future growth.

Product Engineer 2 INTERCOM, Dublin (Ireland) Aug 2022 – Feb 2024

- Enhanced user onboarding design and development, achieving a 20% increase in activation rates and contributing to the addition of **1,000 new logos per month**.
- Worked on major pillars of Intercom like Tooltips, AI Chatbot, Tickets, Workflows and Helpdesk that led to increase in paid customers by **12%**

Member of Technical Staff BLUESTACKS, Gurugram (India) April 2021 – July 2022

- Worked on the design and development of the front-end of three very famous Discord Bots known as **YAGPDB Bot** (<https://yagpdb.xyz/>), **CARL Bot** (<https://carl.gg/>) and **Piggy Bot** (<https://piggy.gg>) using React.JS with complete unit and acceptance testing with more than **85%** of code coverage.
- Develop and Orchestrated the complete engine for Authentication and Authorization with Single Sign-on support resulted in smoothly handling **1M daily token exchnages** and seamless login experience.

Senior Engineer SAMSUNG R & D INSTITUTE, Bengaluru (India) Feb 2020 – April 2021

- Worked on **Chromium web engine** and **Blink Architecture** to keep the Tizen OS in sync with latest chromium.
- Research and Develop the **AI Editor** which is an interactive tool for creating AI flows like face detection, object detection, and emotion generator etc. This will cut-off development cost and lines by more than 80%.
- Research and Develop the **JavaScript offloading utility**. This utility offload some of the high computation methods to the local server devices. This will decrease the computation load on client device by 50%.

Senior Software Engineer KONY INDIA PVT. LTD, Hyderabad (India) Aug 2017 – Jan 2020

Worked on **App Factory (Kony's CI/CD tool)** and **Kony Marketplace Platform**.

- Add support for Git Clone in the custom pipeline with SSH and Custom git hosts in Jenkins with help of DSL and Groovy.
- Owned and Orchestrated the complete development of **Code Analyzer and Code Coverage Engine** for React JS, which checks for the amount of code covered in the current pull request and helps in increased product quality.
- Integrate **Amazon's Elastic Search** in place of default database lookup which cut-off API's response time by 75% and also cut-off website load time.
- Owned and Orchestrated the complete High-level Design and Architecture of Marketplace with optimized performance and Google Lighthouse score of 95.
- Develop Pixel-perfect front-end part of **Marketplace platform** using React, Redux, and Next.js for server side rendering for better SEO results and increased customer base.
- Owned and Orchestrated the complete Design and development of **Automation Testing Engine** in Java which provides a daily report for Website and APIs tests status which resulted in increased customer base and enrich product quality.

Associate Software Engineer KONY INDIA PVT. LTD, Hyderabad (India) Aug 2016 – Aug 2017

Worked on **Kony Web portals** (<https://www.kony.com> & <https://community.kony.com/>).

- Develop Pixel-perfect front-end with the responsiveness of Kony Web portals.
- Integrate Google Analytics and Google tag manager in Web portals to analyse customer interactions.
- Develop APIs in Drupal in PHP.

EDUCATION

Ambala, IN MAHARISHI MARKANDESHWAR UNIVERSITY Aug 2013 – May 2017

- Bachelor of Technology in **Computer Science** as a major with 8.9 CGPA.

SKILLS

Languages: JavaScript **Front End:** HTML 5, CSS 3, SASS and SCSS
Client Scripting: React, Redux, Next.js, and Ember.js **Responsive Design:** Bootstrap, Flexbox, Tailwind

SOCIAL PROFILES

PORTFOLIO: <http://www.aakashpahuja.com/> **GITHUB:** @dgr8akki **LINKEDIN:** @dgr8akki