

Dileep Kumar Yadav

Business Analyst | Product Associate | Project Manager | Implementation Specialist

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SUMMARY

Implementation Specialist with 2 years at Meritto, progressing from Junior Developer to SaaS Developer and Implementation Specialist II.

Experienced in managing the NIAA (Chatbot) module, automating its implementation to reduce deployment time from 5-6 days to just 1-2 days.

Skilled in client interaction (domestic and international), automation, telephony and exam integrations, workflow management, and landing page development using HTML, CSS, and JavaScript.

Proven ability to troubleshoot complex issues and collaborate with cross-functional teams to deliver efficient, high-quality solutions.

EXPERIENCE

IMPLEMENTATION SPECIALIST II

Jun '23 — Present

Meritto (Formerly NoPaperForms)

Gurugram, India

- Collaborate directly with domestic and international clients, reducing implementation time by 25%
- Independently manage NIAA (Chatbot) Module serving 500+ clients, resulting in 95% client satisfaction rate
- Develop, test, and debug landing pages and forms.
- Execute automation, telephony, and exam integrations for 300+ educational institutions
- Partner with Product and Tech teams to resolve issues efficiently.
- Lead continuous process improvement initiatives, identifying and addressing implementation gaps that reduced client onboarding time by 20%
- Coordinate with 20+ Telephony and exam vendor for the Integration. and troubleshoot.
- Proficient in troubleshooting and debugging complex issues.
- Conduct client training sessions and technical workshops for smooth platform adoption.
- Automated the Chatbot Implementation time from 5-6 days to 1-2 Days.

EDUCATION

Certification in Full-Stack Web Development, MASAI SCHOOL, BENGALURU

Apr '22 — Dec '22

Bengaluru, India

- Intensive 1200+ hours of hands-on coding experience in full-stack development. Completed 15+ individual and team projects covering MERN stack technologies

Graduation, Indira Gandhi National Open University IGNOU

Jun '18 — Dec '22

Delhi, India

- Developed strong analytical, communication, and critical thinking skills through interdisciplinary coursework and structured written assignments. Enhanced research capabilities and logical reasoning abilities.

AWARDS

Vishwakarma Award (Q1 2025–26)

Jul '01

Founder, CEO

- Recognized for exceptional innovation and positive spirit by automating the chatbot implementation process, reducing continuous hands-on work from **5–6 hours to just 30 minutes**
- Received appreciation from the **Founder & CEO** and **VP** for this achievement.

PROJECTS

MEANBUY - E-COMMERCE PLATFORM CLONE [Link](#)

- Led a 5-member development team to build a fully functional e-commerce marketplace platform
- Designed and implemented a responsive homepage, navigation system, and interpage routing
- Developed user authentication, product catalog, and shopping cart functionality

SKILLS

Programming Languages HTML5, CSS, JavaScript, Java, SQL

Frameworks & Technologies Spring Boot, Hibernate, Bootstrap, RESTful APIs, Microservices

Tools & Platforms Git, Postman, Zendesk, zoho

Specializations Client Interaction, Process Automation, Chatbot Integration, Landing Page, API Integration, Telephony Integration

Interests Technology Innovation & Trends, Travel & Cultural Exploration

Languages English, Hindi, Maithili