

Lalit Kumar Saini

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Key Highlights:

IT professional with 5+ years of application development experience, specializing in ReactJS and front-end technologies. Proficient in JavaScript, HTML, CSS, and modern libraries/frameworks including React Hooks, React Router, and Tailwind CSS.

Skillset:

- Primary Skills: ReactJS, JavaScript, HTML, CSS, Oracle SQL
- Secondary Skills: TypeScript, Go, NodeJS, Kotlin
- IDE & Tools: VSCode, IntelliJ, JIRA, Github, Bitbucket, DBeaver and Jenkins
- Tools / Software Development Methodology: Agile Kanban Scrum

Work Experience:

EMIDS Technologies, Noida
(Senior Software Engineer)

(Nov 2020 – Present)

Roles and Responsibility

- Develop features for healthcare domain web applications, primarily Opportunity Manager. And Bugfixes, Code Refactor/Splitting.
- Develop UI based Components, perform backend service changes like create/modify API endpoints and service functions, Create/Alter Tables using SQL scripts
- Collaborate on IVR Designer automated VXML script generation web application. Added new features, refactoring, code-splitting for easy understanding and maintenance of code.
- Manually develop IVR call flow VXML scripts for clients. Maintain standard library and functions (JavaScript/VXML based) used by IVR applications for greeting, language change, call transfers, call exits, lookup and payment logic etc.

Projects:

HEALTHMINE: Web Applications (Apr 2024 – Present)

- Utilized React Query for efficient server-side state management, and Tailwind CSS for responsive styling, including margins, padding, and layout adjustments.
- Replicated existing Pulse Survey functionality by leveraging custom API React Hooks to interact with service endpoints.
- Developed Schedule/Publish pages using the XState state management library, incorporating the date-fns library for managing and retrieving date-time values and time zones in ISO 8601 format.
- Authored Oracle SQL and PL/SQL queries to modify database schema, including adding/removing columns and constraints.
- Contributed to a Kotlin service by extending existing data models with additional fields and updating SQL query functions to reflect these changes.
- Designed and implemented a communication UI using TypeScript, employing Modal and Card components alongside Tailwind CSS for visual consistency and flexibility.
- Developed a communication module to support IVR, SMS, and Email channels for customer outreach and interaction.
- Currently developing a 2-Way SMS feature using Node.js and Twilio API Hooks, enabling interactive, survey-like conversations with customers
- Technologies Used: TypeScript, ReactJS, Kotlin, NodeJS, PL/SQL, DBeaver, Twilio, AWS, Sendgrid

FINVI: IVR Designer (Aug 2021 – Mar 2024)

- Contributed to development of many features for IVR Designer which automated generation of IVR application consisting of VXML/JS scripts.
- Used Golang on service side for creating endpoints to save, load, delete a graph. Implemented level-based logging using logrus library.
- Developed golang functions to save/load a subgraph, call transfer/exit module, DTMF grammar module, Account Lookup module and more. Used template literals for generation of VXML/JS output, based on client interaction with litegraph UI nodes.
- Worked with Litegraph Javascript UI library to develop custom and generic nodes representing IVR functionalities and flows like Greetings, Verifiers, Lookups, Payment logic, Call Transfer etc.
- Developed VXML scripts and modified JavaScript functions used in IVR OMNI Voice for clients like Southerland, Getix and more
- Technologies Used: ReactJS, Go Language, VSCode, JIRA, Litegraph, logrus

FICO CCS, Bangalore (Solution Integration – Consultant I)

(Jan 2019 – June 2020)

Roles and Responsibility

- Understanding Requirements for application implementation, fixing bugs, code refactoring and code-splitting. Develop application logic using portfolio manager UI for conditions and triggers such as Whitelisting phone numbers, communication-code based actions, Setting Call Windows etc.
- Implement FRM / RIM and CEM (Fraud, Collections and Notification) applications for financial institutions primarily banks. Communication Channels like Voice, SMS and Email were used along with inbuilt native functions for customer's interactive and banking needs.
- Used In-house tools and microservices platform for implementing application, wrote Unit test cases using cucumber language, participated in Code Review and auto-deployed build on QA environment after completing deployment checklist and providing build details in ServiceNow tickets.

Projects:

Volkswagen FRM Application (Mar 2020 – Apr 2020)

Implemented a Fraud Resolution application for German client Volkswagen, having native Fraud mechanism using interactive SMS functionality. Future scope spans across 35 countries which will include Voice and Email functionality as well to cater to customer's needs more accurately and efficiently.

Citibank China Global FRM (Oct 2019 – Dec 2019)

Implemented Citibank Global Application China having language support for Chinese and English. Uses Voice, Email and SMS along with inbuilt native fraud functionality to counter and prevent fraud attempts targeted at customer by temporarily blocking card.

Other Implemented Applications:

- Nationwide UK, Ulster bank, Wizink Portugal & Spain Debit Collections Applications
- Lloyd Banking Group Unsecured Payment Collections
- Citibank US Lending Customer Engagement Application

Educational Qualification:

- Master of Computer Application (2018) - VIT University, Chennai
- Bachelor of Computer Application (2016) - St. Xavier's College