Gaurav Sharma

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EDUCATION

Northeastern University, Boston, USA ***Expected Dec 2026***
Master of Science in Software Engineering Systems

Relevant Coursework: Data Structures, Algorithms Design, **Networking Protocols (TCP/IP) - including DNS, IP Addressing, and Routing concepts**, Operating Systems, Object-Oriented Design.
GGSIP University, Delhi, India ***July 2023***
Bachelor of Technology in Computer Science and Engineering

TECHNICAL SKILLS

Programming Languages:	Java, JavaScript, Python, HTML, CSS
Development:	Spring Boot, React.js, Node.js, Express.js, Redux, Bootstrap, Material UI
Developer tools:	Git, GitHub, Docker, AWS, CI/CD, GitHub Actions, Postman, JIRA, Linux
Database Technologies:	SQL, MongoDB, PostgreSQL
API Development:	RESTful and GraphQL APIs

WORK EXPERIENCE

Software Engineer ***August 2023 - July 2024***
DMS Vision INC ***Austin, Texas(remote)***

- Developed web applications with React and Node.js, personally building over half the UI components like dashboards and approval workflows
- Tackled technical challenges alongside the engineering team and took ownership of features from start to finish
- Implemented user **authentication with Active Directory across 3+ modules**
- Modified website functionality per client specifications and created SQL stored procedures for backend operations
- Set up **CI/CD automation with GitHub Actions, Docker, and AWS**
- Collaborated with different teams to meet project deadlines in a startup setting

Service Desk Technician ***Jan 2025 - April*** *2025*
Northeastern University *Boston, Massachusetts*

- Provide timely and effective technical support to end-users by troubleshooting hardware, software, and network issues.

PROJECTS

Real-Time Monitoring & Alert System Jan. 2025 - Feb. 2025

- Created monitoring software with automated data scraping using Selenium and BeautifulSoup
- Wrote backend code for live alerts through WebSockets and email notifications
- Built role-based permissions to control user access levels
- Optimized **process management** by implementing **Python multithreading** (40% speed increase) for data collection and availability checks.
- Packaged the app in Docker containers and deployed on AWS with GitHub Actions
- Protected APIs with JWT tokens

Tools used: React.js, MongoDB, Flask, Docker, Python, Selenium, WebSockets, JWT

SmartAssist AI - AI Customer Support Platform(AI Agent) June. 2025- July 2025

- Built AI-powered chatbot reducing customer support response time by 70% using **OpenAI GPT-3.5** for intelligent text transformation
- Designed RESTful API with 8+ endpoints handling 1,000+ daily requests with response time under 100ms
- Implemented secure user authentication with JWT tokens and bcrypt password hashing, supporting 100+ concurrent users
- Created responsive React dashboard with real-time chat history, analytics, and company-specific AI customization
- Developed context-aware AI system that automatically detects missing customer information and requests it

Tools used: React, Flask, MongoDB, OpenAI API, JWT, Context API

Scarlet Lifeline – Blood Donation App – Group Project Sept. 2024 – Dec. 2024

- Developed blood donation platform connecting Spring Boot backend with React
- frontend, coordinating 3 microservices
- Built APIs using Swagger documentation to handle donor registration, blood requests, and inventory management
- Implemented secure authentication and authorization using Spring Security and JWT tokens
- Applied Java design patterns for maintainable code structure and data integrity

Tools used: Spring Boot, React, MongoDB, Swagger, Postman, Spring Security, JWT

BookMyEvent May 2024 - June 2024

- Built event platform where organizers create events with ticket tiers and capacity management, while users browse and purchase tickets
- Implemented role-based access control and integrated auto-scheduling for notifications.
- Added admin dashboard showing live ticket sales data, revenue metrics, and attendee information.
- Packaged everything in Docker containers and tested the ticket purchase flow end-to-end

Tools used: React.js, GraphQL, MongoDB, Node.js, Postman, Docker, JWT, Context API