

Raghav Gupta

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18 Mirpur Colony, Pathankot, Punjab, India

Summary

MERN stack developer with 3 years of experience in React, Node.js, and AI-driven solutions. Skilled in developing LLM-powered tools for case resolution and content generation at SearchUnify, integrating OpenAI and scalable APIs for efficient workflows.

Professional Experience

Software Engineer, SearchUnify, Chandigarh, India

2023/11 – Present

- Developed React applications with Redux, optimizing state management to reduce re-renders by 30%.
- Engineered AI-driven features for SearchUnify products using Node.js and LLMs:
 - **Agent Helper:** Built a case resolution tool using OpenAI with RAG, fetching related case contexts and past solutions from OpenSearch, generating tailored agent responses with 90% accuracy.
 - **Knowbler:** Developed an LLM-based article generator with RAG, extracting context from unorganized client data using OpenAI, and publishing structured articles on Salesforce and Zendesk with template-based formatting, improving content delivery by 20%.
 - **SUVA:** Designed an NLP-driven virtual assistant with LangChain and OpenAI, achieving 90% query resolution accuracy.
 - **Agentic AI:** Added a tool for case creation and a feature to connect to live agents in Salesforce using LangChain, enhancing agent efficiency by 15%.

Associate Software Engineer, Nagarro, Gurugram, India

2022/08 – 2023/10

- Developed responsive UI components using React, implementing a reusable component library with CSS-in-JS for a project, improving UI consistency.
- Built and integrated RESTful APIs with Node.js and Express.js, connecting React front-end to MongoDB, reducing data fetch latency by 15%.
- Secured APIs with JWT-based authentication, mitigating 100% of unauthorized access attempts.

Trainee, Capgemini, Bangalore, India

2022/02 – 2022/07

- Trained in Java and SQL, developing applications with Spring Boot and MySQL for enterprise solutions.
 - Built a CRUD-based employee management system with Spring Boot, deployed on AWS, handling 500+ records.
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Skills

- **Technologies:** Node.js, React.js, Redux, MongoDB, Express.js, OpenSearch, Neo4j, Docker, RESTful APIs, Git/GitHub, OpenAI, LangChain, Java, Spring Boot, MySQL, AWS
 - **Methodologies:** Agile, JWT, API Design,
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Projects

Crypto Tracker

- Built a fully responsive cryptocurrency tracking web application using **React.js**, featuring real-time market data including prices, volume, and market cap.
 - Designed with a mobile-first approach to ensure smooth usability across all screen sizes.
 - **Live Project:** cryptobucket-raghav.s3-website.ap-south-1.amazonaws.com
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