

Harsh Jolapara

Software Developer

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Professional Experience

Prominent Pixel/Digiclarity - Software Developer (Full Stack + AWS)

(2024 – Present)

- Working as a Full Stack Developer with cloud technologies on AWS. In Full Stack development, I have worked with JavaScript, React, and Tailwind CSS for the frontend, and NodeJS for the backend.
- For backend integration and deployments on AWS, I have worked with AWS Lambda, EC2, Simple Storage Service (S3), and API Gateway for backend APIs. I have used CloudFront with S3 for React deployments, DynamoDB for No SQL databases, and AWS RDS (PostgreSQL) for SQL databases. Additionally, I have experience with other AWS services such as Parameter Store, Secrets Manager, and Lex. I also have knowledge of IAM roles, policies, and permissions for managing access to backend services.
- Worked with Contact Center as a Service (CCAAS) technologies on AWS, including Amazon Connect. Experience in designing Amazon Connect flows, managing queues, routing profiles, and integrating with AWS Lambda, Lex bots, and chat/call services.
- Worked on an industry project for a US. domestic airline company and also worked on a project for an international hotel company, contributing to the development of its agent desktop and connect flows for contact related services. (details mentioned in the project section).

3G Tech Solutions – PHP/Laravel Web Developer Intern

(03/2022 – 07/2022)

- Worked as a PHP Laravel Developer Intern on a hospital management project. Gained hands-on experience in PHP Laravel, frontend and backend development, database fundamentals, and web development.

Industrial Projects

Airline Agent Desktop

(04/2024 – Present)

- Worked on a U.S. domestic airline project using ReactJS, NodeJS, and AWS to develop an agent platform for managing customer interactions. Implemented features such as a daily activity dashboard, real-time reports on queues, routing profiles, and agents. Integrated the Amazon Connect CCP panel for call handling. For managers, provided daily reports and real-time data using Connect APIs. Gained extensive experience in AWS services, backend technologies, Amazon Connect, and Lex bot services.

Call Categorization (AWS Bedrock)

(04/2024 – Present)

- Worked with AWS Bedrock for incoming contact center calls analysis with prompt engineering and architecture with s3, lambda and prompt management, IAM and other services. Used Claude, Nova models for the categorization using bedrock. Worked with call based voicebot.

Hotel Agent report management

(02/2024 – 04/2024)

- Worked on a project for an international hotel management company, enabling agents to view daily customer reports. This project helped me gain a deeper understanding of core functionalities and concepts in React and NodeJS.

Personal Projects

Government Document Management (GitHub links [Link1](#), [Link2](#))

(03/2024)

- Developed a final-year project a website built with the MERN stack, using ReactJS for the frontend and NodeJS for backend APIs. Integrated Firebase services for mobile OTP authentication, storage, user management, and email functionalities.
- Developed a Flutter mobile application for verifying user-generated documents on a government document management website using QR code scanning.

Ask Krishna GPT (GitHub links [Link1](#), [Link2](#))

(01/2025)

- Ask Krishna is a GPT based learning project developed in Python, designed to provide users with suggestions based on the Bhagavad Gita. The project consists of two development approaches: (1) **Sentence Transformer-Based Model** (2) **Generative AI Model (Mistral AI)**
- In this project also created a flutter application for user interface frontend.

Student Interest Subject Choice Chat-bot (GitHub link [Link](#))

(03/2023)

- University AI project in NLP that helps to student for select elective subjects for ict department with their description and interest.

Get Set Work (GitHub link [Link](#))

(03/2023)

- An app connecting job seekers and companies using Flutter and Firebase. It includes Google Ads, Firebase storage, OTP verification, and more.

Play Store Apps Projects

(03-2023)

- Also done some other projects flutter apps like Bhagvadgita in Hindi and Enterprise Friend and deployed it in playstore
- Play Store Links ([Link1](#), [Link2](#))

Education

- B. Tech (Information Communication Technology Engineering) (Marwadi University – Rajkot)(9.3 CGPA) (2020-2024)
- H.S.C (S.K.P. School) (80%) (2018-2020)
- S.S.C (Ankur Vidhyalaya) (91%) (2017-2018)

Achievements

- Runner-up in Aazadi ka amrit mahotsav SSIP Hackathon 2022
- Google Cloud Ready Facilitator Program 3rd Milestone

Certifications

- ISRO space start program (08/2023)
- Student Interest Group(Leadership, Goal setting and Change management)
- Machine Learning with python(cognitive class)
- Google kick start event participation 2022

Skills

Technical Skills

- **Languages:** JavaScript, TypeScript, Dart
- **Frameworks/Library :** ReactJS, NodeJS, Flutter
- **Databases:** PostgreSQL, DynamoDB(No SQL), MongoDB(No SQL)
- **AWS:** (Lambda, S3, CloudFront, API Gateway, SES, Pinpoint, EC2, RDS, DynamoDB, Amazon Connect, Lex, Secret Managers, Parameter Stores, Amazon Location Service, Bedrock service)
- **Other Beginner level Skills:** (Python, Flask framework)

Soft Skills

- Problem-solving, Leadership, Written Communication, Documentation

Interests

- Watching Movies, Watch and play cricket, Cycling

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