Dhipauk Joqim

[LinkedIn](https://www.linkedin.com/in/joqim/) | [dvetakulajohnbenedict@gmail.com](mailto:dvetakulajohnbenedict@gmail.com%20) | [Medium](https://medium.com/@joqim) | [Portfolio](https://joqim.com) | +1 (510) 861-4144| San Francisco Bay Area, CA

**EDUCATION**

**Master of Science in Computer Science** • California State University East Bay, CA• GPA: **4.0/4** **Expected May 2023**

**Bachelor of Engineering in Computer Science** • Anna University, India • GPA: **8.7/10** **Jun 2015 – Jun 2019**

**TECHNICAL EXPERIENCE – SOFTWARE ENGINEER**

**SUMITOVANT BIOPHARMA | New York, NY, US May 2022 - Current**

**Computational research intern**

* Fabricated the DRUG OME Alertstool based of the React JS framework in creating Single Page Applications, binding data to specific views as well as synchronizing data with server using Sass, LESS and Bootstrap.
* Leveraged REST/Web API to create services, testing on Postman and in-turn used HTTP service calls. Architected backend in Python (Flask micro web framework) and SQL followed by Jasmine and Jest for unit testing.
* Tailored tool to the Computational intelligence team who in collaboration with machine learning engineers and AI scientists to drive intuitive integration of NLP. Increased efficiency of drug discovery and commercialization by **34%**.
* Improved the usability, interpretability, and effectiveness of Sumitovant’s Biopharma Executive Leadership Team (ELT) yielding direct impacts to stakeholders. Fixed more than **19 critical bugs** on-time for the planned sprint releases.

**TALKDESK | Chennai, India**

**Salesforce engineer Dec 2020 – Jul 2021**

* Implemented customizations using Apex classes, Visualforce pages, Apex custom controllers and web service integration using SOAP, REST and Salesforce API’s, SOQL, SOSL, Aggregate queries and Force.com API’s.
* Worked closely with business users to enabled business process using SFDC. Boosted capabilities of these features and improved **code coverage up to 92%**.

**Software engineer - Microservices architecture Aug 2020 – Dec 2020**

* Engineered around **50** microservice API’s using Java Spring technologies in parallel with messaging systems such as JMS/MQ and Kafka for a plethora of Talkdesk onboarding products. Up to 2 years of experience in Agile development methodology.
* Development in K8 Helm package for multitude of Microservice Applications in Docker, AWS, and Azure Stack.
* Granted Spot Recognition Award for outstanding contribution.

**Software engineer – Timesheet application Mar 2020 - Aug 2020**

* Constructed a high-performance customer facing timesheet application along with a custom API layer, handling CRUD transactions, JWT token management and interceptors to embed custom headers.
* Maintained high-level expertise in React state management strategies including Redux, Redux-Persist and Redux-Saga. Integrated an interactive dashboard enabling users to track their progress along with a holiday availing and employee appraisal system.

**Software engineer – Outbound dialer application Sep 2019 - Mar 2020**

* Pioneered the architecture for an [outbound dialer](https://www.talkdesk.com/cloud-contact-center/omnichannel-engagement/proactive-outbound-engagement/) essential for a cloud contact center platform involving a synthesized call distribution algorithm. Increased productivity by **19%**. Converted the strategic and client business requirements into technical specifications to commence development.
* Implemented using Java/J2EE technologies like Servlets, JSP’s along with web services such as SOAP, WSDL.
* Gained expertise in XML and related technologies like XSD, XSL, XSLT and parsers like JAXP SAX, DOM and JAXB.
* Experienced with application servers and web servers like IBM Web sphere and Tomcat and with web stacks such as Apache and Nginx. Familiar in creating test scripts using WebDriver, Selenium RC, Selenium-IDE and Selenium Grid in Java followed by data-driven tests using Jenkins.
* Integrated a billing scheduler aggregating daily and monthly operation expenses.

**API engineer – Microsoft Dynamic 365 Integration - Ruby Feb 2019 – Sep 2019**

* Instrumental in the development, maintenance, and synchronization of contacts, leads between Talkdesk and Microsoft Dynamics CRM. Integrated a customconversational bot using Microsoft Graph API.
* Resolved and delivered more than **50 critical** client and production issues on time.

**SKILLS**

**Languages:** JavaScript, NodeJS, C++, C#, Java, Python, Go, Ruby on Rails and Sinatra.

**Frameworks:** .NET, Flask, Django, React, React Native, Redux, Saga.

**Databases:** MySQL, PostgreSQL, MongoDB.

**Tools:** JIRA, Confluence, Eclipse, Postman, Git, Eclipse, Kafka, AWS, Azure, Docker, Kubernetes, Websockets.

**Web Technologies:** HTML5, NodeJS, API, VueJS, ECMAScript 6, Typescript, GraphQL.

**CERTIFICATIONS**

* **Microsoft Certified Web Developer** – Programming in HTML5 with JavaScript and CSS3.
* **Oracle Academy** – Completed course on database programming with SQL.
* **National Institution for Quality and Reliability (NIQR)** – Conducted workshops on “Awareness of Industry 4.0”.
* **Institution of Engineers India (IEI)** – Presented a paper on empowering education via Augmented Reality.
* **Cambridge English language assistant (BEC)** – Secured Grade “A” in Cambridge English Level International (Business Vantage)