Dhipauk Joqim

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**EDUCATION**

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

**Bachelor of Engineering in Computer Science** • RMKEC, 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 tailored to the Computational intelligence team in collaboration with machine learning engineers and AI scientists to drive intuitive integration of NLP. Increased efficiency of drug discovery and commercialization by **34%**. Fixed more than **19 critical bugs** on-time for the planned sprint releases.
* Improved the usability, interpretability and effectiveness of Sumitovant’s Biopharma Executive Leadership Team (ELT) yielding direct impacts to stakeholders.

**TALKDESK | Chennai, India**

**Salesforce engineer Sep 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. Boosted capabilities of these features and improved **code coverage up to 92%**. Worked closely with business users to enabled business process using SFDC.
* Enhances Apex batch, schedule classes by implementing Batchable and Schedulable interfaces for processing large data sets in scheduled intervals.
* Deployed salesforce components using meta data-API across various sandbox and production instances with Change Set, Eclipse and Force.com migration tool.

**Software engineer – Timesheet application Mar 2020 - Sep 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 the development.
* Designed and spearheaded the architecture for a dashboard scheduler aggregating data from a Mongo DB database, in turn visualizing as a cartesian from querying **100,000** documents at frequent intervals**.** 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, C++, C#, Java, Python, 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 (Lambda), Docker, Kubernetes, Websockets.

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

**ACADEMIC PROJECTS**

**ICT Academy student innovator award – IoT project**

Awarded **first place** for implementing an efficient Smart Home Automation systemwith Z Wave communication protocol.

**CERTIFICATION**

* **Microsoft Certified Web Developer** – Programming in HTML5 with JavaScript and CSS3.
* **Oracle Academy** – Completed course on Database programming with SQL.
* **HCL** – Completed course on Networking, Cloud computing and Embedded systems.
* **National Institution for Quality and Reliability (NIQR)** – Conducted [workshops](joqim.com) 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)

**PORTFOLIO**

My [portfolio](https://joqim.com) website showcases my passion towards creativity and projects I have worked on.