**Dhipauk Joqim**

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

**TECHNICAL EXPERIENCE – (FULLSTACK DEVELOPER / SOFTWARE ENGINEER)**

**HIBIZ SOLUTIONS | Chennai, India**

**Salesforce developer**

* Creating **custom applications and processes** within the CRM, customizing visual layouts **Oct 2020 - Jul 2021**

to provide users with the most relevant experience possible**, integrated third-party platforms** and

troubleshooting technical issues.

* Designed and developed **workflows, visual flows and implemented solutions** in Apex programming based on client specific requirements in Kenandy (a rootstock software platform).

**Weekly Status Report application Jun 2020 - Oct 2020**

* Architected and developed a **timesheet** MERN stack internal application which is extensively used by employees to log weekly status reports.
* Implemented an **interactive dashboard** which enables users to track their progress. Integrated a holiday availing and employee appraisal system.

**Electron application Mar 2020 - Jun 2020**

* Developed a desktop application on Electron JS incorporating **socket programming** and API integration

**Talkdesk EB Dialer Sep 2019 - Feb 2020**

* A MERN stack [outbound dialer](https://www.talkdesk.com/cloud-contact-center/omnichannel-engagement/proactive-outbound-engagement/) application using a **call distribution algorithm** to connect incoming clients to a cloud contact center platform.
* Designed and developed a dashboard scheduler which aggregates data in turn visualizing as a graph from querying **100,000 documents** **at frequent intervals.**
* Developed a billing scheduler which aggregates the daily and monthly expenses from querying the documents.

**Microsoft Teams Integration and DYN 365 Feb 2019 – Aug 2019**

* A ruby application which later ported into NodeJS was developed to enable **API integration** to sync contacts, leads between Talkdesk and Microsoft Teams. **DYN 365 involved integration with Microsoft Dynamics CRM**.
* MS Teams bot, a **custom conversational bot** developed with **Microsoft Graph API**.

**TECHNICAL SKILLS**

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

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

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

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

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

**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: **7.56/10** **Jun 2015 – Jun 2019**

**INVOLVEMENT**

**AWS –** Conducted curated workshops introducing AWS concepts in solving business problems.

**Coding Clubs –** Led and organized coding clubs on campus in applying computational thinking towards real world problems.

**Teaching assistant –** Work on-campus as a computer science teaching assistant and a grader for multiple computer science department faculties.

**SCAA –** Work on-campus at the Student Center for Academic Achievement (SCAA) as an English writing tutor.

**OWL –** Work on-campus at the Online Writing Lab (OWL) providing English literacy resources and services for students.

**ACADEMIC PROJECTS**

**ICT Academy student innovator award**

Awarded **first place** for designing and implementing a **home automation system using IoT**.

**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)** – Attended workshop 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 1 certificate in ESOL International (Business Vantage)

**PORTFOLIO**

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