**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)**

**Salesforce developer | Hibiz Solutions | Chennai, India**

* 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 | Hibiz Solutions | Chennai, India 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 | Hibiz Solutions | Chennai, India Mar 2020 - Jun 2020**

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

**Talkdesk EB Dialer | Hibiz Solutions | Chennai, India 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 | Hibiz Solutions | Chennai, India Feb 2019 – Aug 2019**

* A ruby application which later ported into Javascript 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++, 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.

**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**

**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)

**PASSION PROJECTS**

**SHEPPIE**

* 'Sheppie' is a **live web application** hosted on **Heroku** through which international students can put in requests to designated drivers who facilitate them in rudiments such as grocery shopping, furniture pickup and so much more. The transition from your home country to several thousand miles apart brings on itself plethora of challenges. This leap of faith is assuaged via Sheppie.
* Deployed on <https://sheppie.herokuapp.com>
* Read more about Sheppie and its features on <https://medium.com/@joqim/my-journey-through-sheppie-d1edb628a547>

**SLAY**

* I believe there are some who unfortunately are low-key addicted to gaming, and they just sink in countless hours and thus losing track of time. While gaming maybe a hobby, there is a fine line which when crossed leads into addiction. 'Slay' is a **windows service** built on top of **.NET framework**. A built-in scheduler in the service keeps you in check at regular intervals. If failed to comply, it will terminate the instance of the application running in the background. A merciless means but a necessity.
* Read more about Slay and its features on <https://medium.com/@joqim/breaking-out-of-virtual-chains-with-slay-df7634533b2c>