Kunal Pratap Singh

Sofware Development Engineer (SDE II)

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Technical skills

Skills	Full Stack Developer | Frontend Developer | Backend Developer | Node.js Developer | HTML5 | CSS3 | JavaScript | React.js | Redux | Redux toolkit | TypeScript | Node JS | NestJs | Strapi JS | Express.js | MongoDB | SQL | AWS | RESTful API | GIT | Chart.js | SurveyJS | Shadcn | Tailwind CSS | React query | Generative AI

Work Experience

Sofware Development Engineer (SDE II)   *Jan 2025 – Present*
Reward360 Global Services   *Bengaluru , India*

- Built a **concierge service platform** for agents using React (Vite) and Tailwind CSS, featuring login, customer verification, service request management (flights, hotels, golf), and support for dynamic **theming**.
- Implemented **real-time agent status updates** (Idle, Busy, Incoming, etc.) using **Socket.IO**, improving agent availability tracking.
- Integrated multiple **OTA APIs** (Yatra, EaseMyTrip, Goibibo) to fetch travel data with **fare matrix** support for flexible date search.
- Designed a smart service request form with pre-filled fields based on booking type to reduce **ACW** and **AHT**, increasing agent efficiency.
- Built internal search using Strapi CMS to show best-rated services based on customer queries.

Sofware Development Engineer (SDE)   *Oct 2023 – Jan 2025*
Omind Technologies   *Kolkata , India*

- Created a strong **Excel filtering system** to better manage and analyze data for QA teams in BPO audits. Features include **saving filters** and **random assignment**, covering criteria like **call duration** and **time range**.
- Designed a **notice feed** allowing admins and QAs to post, with **acknowledgment** and **commenting features** for agents, admins, and QAs; creators can also **delete** and **hide posts**.
- Developed a **dynamic audit sheet** with editable parameters and subparameters, including **weightage assignment**. Integrated **custom field functionality** using **form renderer** to capture data effectively.
- Designed a **test interface** accessible to both agents and admins. Agents can **complete tests**, while admins can **create new tests** directly within the interface.
- Developed an **AI co-pilot** to aid QA in call auditing. Leveraging **Deepgram** for transcription and **Langchain with OpenAI**, it assists in **analyzing and evaluating call content** efficiently.

Sofware Development Engineer (SDE)   *Nov 2022 – Aug 2023*
actyv.ai   *Bengaluru , India*

- Developed **actyv.ai's e-KYC verification platform** with **microservice architecture** on the **MERN stack**, enabling fully automatic **identity verification** and **fraud detection**.
- Achieved results, reducing **distributor onboarding time** from **1 week to 2 hours** and efficiently processing **12k+ verifications** across **2 countries**.
- Responsible for **operational excellence** of the platform, including **memory leak prevention**, **VAPT**, **code review**, **quality assurance**, and handling **user support** and **communication**.
- Developed multiple **distributed background plugins** using **AWS SQS** and **Lambda**, enabling smooth verification processes for documents like **Aadhaar**, **ITR**, **Driving License**, **Voter ID**, **CIN**, **PAN**, **Udyam**, **Passport OCR**, **ESign**, **DigiLocker**, and **Emirates ID (UAE)**.
- Developed and implemented **responsive UI** for all fraud checks using **React** and **Redux**, ensuring a **seamless user experience** across various devices.

Sofware Development Engineer (SDE)   *May 2020 – Nov 2022*
Cartificer   *Remote*

- Led the setup and maintenance of Cartificer's online store, making it easy for customers to find car services like cleaning and repairs. This made customers happier and more engaged.
- Created a way for customers to give feedback in real-time on Cartificer's website. This helped improve services, including car repairs, and kept customers coming back.
- Made sure paying for services on Cartificer's website was safe and easy, including for car repairs. This made customers trust the site more and helped the business grow.
- Enabled customers to book appointments, check services, and access special offers effortlessly through Cartificer's mobile-friendly platform, expanding accessibility and improving service quality, including for car repairs.

Education

Bachelor of Technology - BTech   *Aug 2014 - June 2018*
Dr. B.C. Roy Engineering College   *Durgapur, India*

Open source projects

BeautyBebo clone   Git link
Beauty Bebo is India's fastest growing online retail store for the day-to-day and special occasion needs. The Tech stack used is Html CSS javascript. Various UI like slideshow,login-signup, payment etc are eye-catching. javascript functionality like API, local storage, slide show with the help of set interval etc is used.

Lifestylestore Clone Git link
A lifestyle store is a retail store selling a wide variety of product categories under a single brand. The Tech stack used is React.js, We've integrated Reqres API for authentication. Simply use the following credentials to unlock a world of premium features:
email: eve.holt@reqres.in password: cityslicka Once logged in, you'll gain access to our private pages filled with exciting deals and top-notch products.