

ABHISHEK PAUL

CONTACT



Pune, India 411036



+91 9176173120



paulsidabhishek009@gmail.com

SKILLS

- **Frontend Development:** React.js, Redux, React Router, JavaScript (ES6+)
- **Styling:** HTML5, CSS3, SASS, Tailwind CSS
- **State Management:** Context API, Redux
- **Back-end Integration:** RESTful APIs
- **Tools & Platforms:** Webpack, Babel, Git, NPM, VS Code, Vite
- **Other Tools:** Postman, Figma, Agile (Scrum)
- Javascript debugging
- Development planning
- Pega BPM

LANGUAGES

Bengali: First Language

English: C1

Advanced

Hindi: C1

Advanced

EDUCATION

2013

B.Tech Information Technology

College of Engineering and Management,
Kolaghat, Kolaghat, WB

Results-driven React Developer with 10 years of experience in Software Industry and 1+ year of experience in building and optimising responsive web applications. Expertise in React.js, JavaScript (ES6+), and RESTful APIs. Skilled in developing scalable front-end architecture and integrating with diverse back-end systems. Adept at working collaboratively in agile environments to deliver seamless user experiences.

EXPERIENCE

January 2023 - May 2024

Senior Manager _ VOIS, Pune, India

- Revamped application screens to improve **user-experience**, achieving **40%** faster customer onboarding.
- Responsible for code refactoring, code review, and complexity reduction, helping in quality delivery with **30%** reduction in defect count.
- **Successfully** led two cross-functional teams ensuring timely delivery of work.
- **Collaborated** with Business, Product Owner, BA and technical teams to gather new requirements.
- Conducted initial proofs of concept to assess feasibility of new features.

August 2021 - December 2022

Senior Technology Specialist Coforge, Pune, India

- Assisted in developing new User friendly Customer service application for retail client thus helping Customer service agent start using the application with minimal training.
- **Successfully** integrated with 23 REST and SOAP web-services thus achieving **50%** quick customer issue resolution.
- Worked on fixing performance issues that enhanced application speed by **30%**.
- Analyzed and resolved **production issues**.

May 2018 - August 2021

Lead Software Engineer John Deere, Pune, India

October 2016 - April 2018

System Architect Tech Mahindra, Chennai, India

March 2014 - September 2016

Software Engineer Syntel, Chennai, India

CERTIFICATIONS

- Certified Scrum Professional (CSP) - [Pegasystems]
- Certified Senior System Architect (CSSA) - [Pegasystems]
- Complete Javascript Course 2024 - [Udemy]

PERSONAL INFORMATION

Date of birth: 26/03/1991

Nationality: Indian

Gender: Male

REACT/JAVASCRIPT PROJECTS

- **Breeze** - A minimalistic weather application, created using ReactJS, React router and CSS modules. The state in the application is managed using Reducer, useState hook and Context API. The app is built using Vite build tool.
- **Atomic Blog** - A simple blog created using React JS and useState hook to manage state. The app is built using create-react-app build tool.
- **WorldWise** - This app tracks user's footsteps into every city you can think of and visited and manages those records. It uses **leaflet-react** library to track those places in a world map for easy user visualisation. Also has fake user login functionality implemented.
- **Flavourbox** - Food ordering app created using HTML5, CSS3 and Vanilla Javascript. This shows my ability to work with advanced ES6 concepts and MVC patterns.
- **PulseTech** - Simple homepage implemented for a Tech company using CSS3.

PEGA PROJECTS

- **FOP** - A corporate vendor onboarding application built using Pega BPM tool. It uses Pega's case management functionalities to seamlessly onboard Vendors while integrating to different Vodafone systems using RESTful web-services for easy data availability. **Configured** varied conversation channels like Email, SMS for easy and timely notifications on case progress to users.
- **Colony brands Customer Service Application** - A customer service application built for Call Center employees to help with easy and timely resolution of customer disputes. This application is built using Pega's Customer Service framework and integrated 23 REST and SOAP services for easy data availability.
- **New Model Qualification** - Application built for John Deere while enables the brand to ensure that the dealers are qualified to sale & service new vehicle and agricultural models launched by the company. It uses Pega's case management framework for timely case resolution.