Mohnish Singh Bhamra

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Summary

I am Mohnish, offering 5.5 years + 1 year(as an intern) experience in the Software industry.
I am currently working as Senior Software Engineer, solving MSME's business problems and requirements by giving them robust product solutions and features.
I have received various spot/team awards and some individual awards. I am passionate about new opportunities to help me learn and grow in my career.

Experience

Senior Software Engineer
Freshworks
Sep 2021 - Present (1 year 8 months)
-I am working in ITSM modules , building and handling ticketing system where users can raise a request for item(s) and also can raise incident(issues).
-Built Task OLA as a component to track SLA for tasks created under a ticket.
-Building a contextual collaboration component where Team's users(not need to be agent in the system) can collaborate & discuss on a raised ticket in their own collaboration tool(Ms-Teams for now)
-Handled on-call duties on a rotatory basis to solve customer tickets to bring ticket breaches to 0 in the squad.
-Mentoring juniors to ramp up their system knowledge to contribute to product faster

Using rails, mysql, document db, karios scheduler and various other technology & gem as dependencies in our project.

Senior Software Development Engineer
Kony, Inc.
Jul 2019 - Sep 2021 (2 years 3 months)
-Designed & built Identity OAuth2.0 Authentication related features in product.
-Designed and built Refresh Login(offline_access) feature in OAuth providers so customer remained signed in even after killing app
-Designed and built Identity feature PKCE(Proof Key for Code Exchange) to disbarred malicious user asking for access tokens.

-Worked in Offline Objects module (also known as syncv2) to enable download batching that supports downloading only delta changes from backend server instead of downloading all data every time.
-Worked on porting hierarchical upload from native platform to SPA sub-platform.

Software Development Engineer
Kony, Inc.
Sep 2017 - Jun 2019 (1 year 10 months)

-Worked in the SDK team under a module called IST (Intermediate Session Tracking). This module is used to generate a session per app launch and record it on the server for (Session Tracking and App performance monitoring).
-Reduced the number of artefacts from 4 (for each sub-platform js/android/ios/windows) to 1 artefact that can work for all sub-platforms.
-Ensured quality by writing unit test-cases and nightly E2E. Increased code coverage from 0 to 80%+.
-Differentiated Interactive/Non-Interactive IST sessions to help customer bill properly.

-Worked on the decoupling of product & platform team for CMS module(custom metrics system) which allows a customer to track usage events of their user.
Aligned the product to more SOLID engineering Principles by removing unwanted code getting shipped through the platform side.

-Worked on customer defects in L3 product team. This gave me breadth knowledge about SDK as we used to get tickets on various front of SDK team. Reduced overall ageing from 15 days to 4.49.

Intern
Kony, Inc.
Aug 2016 - Aug 2017 (1 year 1 month)
-Worked in a module called sync framework (a data synchronization service that enables developers to add offline capabilities to mobile applications)
-Picked up various Engineering debt items.
-Handled some customer tickets Sync Framework which gave me more understanding of the pain points of customers and our L3 team.
-Wrote a Java tool that can write each entry/exit cut point of a function in js code automatically. This helped our L3 team in better logging and catching issues without even debugging. This tool was used later in SDK's js code as well to improve logging.

Education

Lovely Professional University
Bachelor of Technology - BTech, Computer Science
2013 - 2017
CGPA 8.67

Skills

JavaScript • Java • Data Structures • Algorithms • Git • Programming • Node.js • Mongoose ODM • Ruby • Ruby on Rails

Honors & Awards

winner of hackathon competition - Temenos
Nov 2019
#winners of hackathon
official website - https://www.temenos.com/news/2019/11/12/offline-payments-app-selected-as-winning-prototype-at-biggest-ever-temenos-innovation-hackathon/
twitter account of Temenos: https://twitter.com/Temenos/status/1194181800450494464?s=08