

# Sunil Khobragade

## PROFILE SUMMARY

Skilled Full-Stack Developer with extensive experience in designing, developing, and deploying scalable web applications. Expertise in **React.js**, **Node.js**, **MongoDB**, **Angular**, **Flask**, **Jenkins**, **PostgreSQL**, and various DevOps technologies. Proficient in integrating third-party systems, troubleshooting, optimizing existing platforms, and ensuring smooth transitions in software deployment. Demonstrated ability to manage resources, analyze requirements, and ensure the delivery of high-quality projects within timelines. Passionate about cybersecurity, currently pursuing a **Master's in Information Security**.

## TECHNICAL SKILLS

**Frontend:** React.js, Angular, HTML5, CSS3, Bootstrap | **Backend:** Node.js, Express.js, Flask, Laravel, CodeIgniter | **Databases:** MongoDB, PostgreSQL, MySQL | **DevOps & Cloud:** Jenkins, Docker, AWS, Kubernetes, Redis, Kong, Minio | **Tools:** Elasticsearch, Fluentd, Kibana, Flasksmith, KeyVault, Linux | **Payment Systems:** Stripe, Razorpay, PhonePe, Billplz | **Version Control:** Git, GitHub

## PROFESSIONAL EXPERIENCE

- Intencode India Private Limited, *Full-stack developer*, Hyderabad, IN

Oct 2022 - Present

  - Designed and developed **bilingual (Arabic/English) customer web portals** and integrated **payment systems** (Stripe, Billplz) for seamless financial transactions.
  - Created **ticketing systems**, **chatbots**, and integrated **IVR** to streamline customer service operations and multi-channel communications.
  - Developed and maintained **reporting tools** and **dashboards** for effective data analysis, providing real-time insights to improve customer engagement.
  - Worked on **customer service agent portals** with **SMS/email notifications** and developed features for **omnichannel customer engagement**, including **appointment systems** and **satisfaction surveys**.
- Webisdom, *Full-stack Developer*, Hyderabad IN

May 2015 - Oct 2022

  - Built and maintained **e-learning platforms**, focusing on **responsive web applications** and enhancing user engagement with features like **ticketing systems**, **chatbots**, and **IVR integrations**.
  - Developed **customer service portals** and integrated features such as **instant customer engagement (ICE)**, automated systems for **payment reminders**, and **customer satisfaction surveys** to improve service delivery.
  - Optimized web-based tools for **live readings**, **field services**, and **reporting**, enhancing operational efficiency across various channels.
- IBM India, *Full-stack Developer Intern*, Remote

Sept 2024 - Mar 2015

  - Contributed to the development of **web applications** using **Node.js**, **Angular**, **MongoDB**, and **Express.js**, focusing on improving back-end services and ensuring smooth integration.
  - Worked on **data-driven web tools** and reporting features, enhancing customer service workflows and increasing system efficiency through automated processes.

## EDUCATION

- Indira Gandhi National Open University, Hyderabad India

June 2023 – Nov 2024

  - Majors:** Master of Science in Information Security
- Indira Gandhi National Open University, Hyderabad India

June 2023 – Nov 2024

  - Majors:** Post Graduate Diploma in Information Security
- Yashwantrao Chavan Maharashtra Open University, Maharashtra India

June 2019 – Aug 2022

  - Majors:** Bachelor of Commerce (BCom)
- National Skill Training Institute, Hyderabad India

Nov 2019 – May 2022

  - Majors:** Diploma in Computer/Information Technology

## PROJECTS

- Omnichannel Customer Engagement Platform

  - Developed a **centralized customer engagement portal** supporting **multiple communication channels** (Web, IVR, Social Media) for handling customer complaints, service requests, and inquiries.
  - Integrated **payment systems** (Stripe, Razorpay) for seamless transactions, and implemented a **ticketing system** and **automated feedback mechanisms** (SMS/ICE) to track customer satisfaction. Utilized **Python** for backend automation and processing tasks.
- Web-Based Customer Appointment System

  - Designed and implemented a **customer appointment booking system** integrated with a **reporting dashboard** using **React.js** for the front-end and **Node.js** and **Python** for the back-end.
  - Included **real-time booking**, **scheduling** features, and **dynamic content updates**, providing users with a seamless experience across web platforms..
- Bilingual Web Portal & Integration with Third-Party Systems

  - Created a **bilingual (Arabic/English) customer web portal** with features like **user registration**, **transaction history**, and **document signing** for customers to manage their accounts and services.
  - Integrated with **third-party systems**, **automated dunning processes** (payment reminders), and implemented a **GIS integration** with mobile and backend systems for enhanced functionality. Used **Python** for data handling and backend service integration.

## SKILLS

**Skills:** Problem Solving, Communication, Teamwork, Time Management, Adaptability, Attention to Detail