

Nilanjan Bhattacharya

Kolkata | nilanjanbhattacharya22@gmail.com | 8981829798

EDUCATION

IEM, Kolkata

B.Tech Computer Science and Engineering

Kolkata

Graduation Date: May 2025

WORK EXPERIENCE

HUDN

Kolkata, West Bengal

Backend Developer

- Architected and implemented robust RESTful APIs leveraging Express and Next frameworks, enabling seamless integration with third-party applications and achieving a 35% increase in data exchange efficiency, resulting in improved user experience and customer satisfaction.
- Spearheaded the implementation of an advanced mailing system using NodeMailer and GCP APIs and services, enabling personalized user engagement and resulting in a remarkable 35% boost in company sales revenue.

PROJECT EXPERIENCE

DevFlow Enhancer

Kolkata, West bengal

AI tool to automate workflow on CRM platforms

- Leveraged OpenAI's Whisper Text-to-Speech model in Python to analyze and comprehend customer issues effectively, reducing the ticket creation time by 80%.
- Spearheaded innovation in ticket and issue management; introduced a practice of generating separate tickets for individual complaints and consolidating them with existing issues, optimizing the resolution process by 30%.
- Demonstrated proficiency in utilizing call routing tools such as Twilio to automate the recording and processing of customer complaints, ensuring 10% faster customer problem resolution.

V-Book

Kolkata, West Bengal

App for Audio and text based learning materials

- Designed dependable RESTful APIs with ExpressJS, yielding a 20% improvement in storage system efficiency for audio and text-based learning materials.
- Engineered a robust and secure mailing authentication system to verify user identities, reducing the risk of unauthorized access by 75%.
- Devised cloud-based solutions for application deployment, leading to a 20% increase in server uptime and optimizing server data management. Significantly contributing to heightened client and customer satisfaction levels.

Transport Access Pass

Kolkata, West Bengal

IoT based Public Transport Pass

- Created and implemented a customized transportation cost calculation metric for public transport services, calculating the transport cost accurately upto a 100%.
- Utilized advanced technology, including the RC522 scanner, to efficiently verify passengers' travel passes, reducing the transport queue by 50%.
- Streamlined and optimized the process of costing and deducting transportation expenses for passengers through innovative techniques and tools, increasing passenger convenience by 30%.

TECH STACK

Next, React, Node, MongoDB,MySQL , Express, AWS, GCP, Azure, Docker, HTML,CSS, JavaScript, Python, C,C++, Java,PHP, Solidity, Linux

ACHIEVEMENTS

Hack4bengal Overall Winner , Hack4bengal Filecoin track winner , 2nd position at Devrev AI Hackathon