Nilesh Rawat

Seeking Job as Frontend Developer

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Education

Maharshi Dayanand University   **July 2013 – May 2017**
Bachelor of Science in Computer Science   *Faridabad, Haryana*

Relevant Coursework

- Teamwork
- Responsive Design
- Problem-Solving
- Web Accessibility
- Browser developer tools
- Experience in Git

Experience

Ameyo   **Nov 2018 – March 2024**
Senior Product Engineer   *Gurugram, Haryana*

- Skilled in integrating robust frontend systems with diverse microservices architectures, enhancing scalability and performance for dynamic web applications
- Lead the design and development of IVRs and CRMs tailored to meet specific customer needs with ensuring seamless integration with existing systems.
- Conducted in-depth analysis of customer workflows and business use-cases to optimize the whole workflow and setup for efficiency and user-friendliness.
- Mentoring and provide guidance to junior product developers and team members.
- Utilizing computer-aided design (CAD) software to create product prototypes and models.
- Working closely with cross-functional teams, including engineers, designers, and marketing, to conceptualize, design, and create new products

Projects

User Extension Mapping Module | *Reactjs, PHP, Postgres*   **December 2023**

- Created a User Extension Mapping Module that lets users route calls to the agents that their supervisor has mapped and allows customers to add DIDs.
- Designed the module to operate in real-time, meaning that each call that reaches a certain DID will be automatically routed to the agent whose supervisor has mapped the call.
- Utilized a variety of computer languages, including PHP, PostgreSQL, React, and APIs, the module was implemented.

Users Activity Wallboard | *Reactjs, SDK, APIs, JavaScript*   **January 2022**

- Created and implemented a React.js and Node.js Users Activity Wallboard, integrating it with a PostgreSQL database and additional APIs to track important performance indicators like as idle time, average call handling time, and agent call handling.
- Used App SDKs to collect real-time data about calls and users that is now running and display it on the wallboard.
- Made it possible for managers to keep an eye on every agent in a given team and receive alerts and real-time information on important data.

Application Features | *PHP, Postgres, Jaspersoft iReport, JavaScript*   **January 2019 - March 2024**

- In-house CRMs were developed so that agents may view client data while speaking with customers over the phone.
- Made the IVRs based on the needs and specifications of the clients, utilising their databases, SDKs, and APIs.
- Creating reports using Jaspersoft iReport with Postgres database so that supervisor can fetch and analyse data.

Technical Skills

Languages: Reactjs, JavaScript, PHP, Redux, PostgreSQL, MySQL, HTML/CSS
Developer Tools: VS Code, Jaspersoft iReport, Node flow Designer
Technologies/ Frameworks: Linux, Jenkins, GitHub, Bootstrap, Material CSS, WordPress

Certification/Extracurricular

Ethical Hacking | Woxa Technologies   **June 2017 – May 2018**

Tech Blogging or Vlogging: Maintain a tech blog/vlog focusing on frontend development trends, tutorials, and personal projects, showcasing expertise and communication skills.

Professional Development Courses: Engaged in continuous learning through professional development courses in advanced JavaScript frameworks, UX/UI design principles, and performance optimization techniques.

Tech Community Involvement: Active member of online tech communities, contributing to discussions, sharing knowledge, and staying updated with the latest industry trends.

Personal Dossier

Language Known: Hindi, English

Hobbies: Travelling, Listening Music, Watching Poadcasts