

NILESH RAWAT

Seeking job opportunities in Frontend Development

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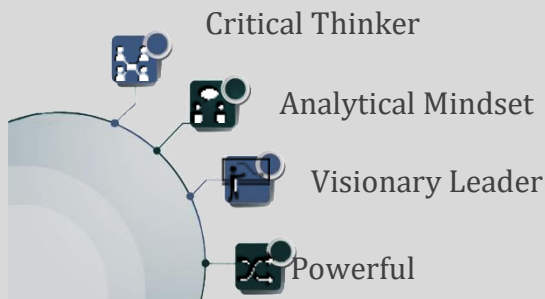
CORE COMPETENCIES



Frontend Development
Web Application
Documentation and Reports
Issue/Bug Management
Client Management
Database Management
API Integration
Technical Issues



SOFT SKILLS



ACADEMIA

Comp. Sc. Engineering (CSE) ||
Lingayas GVKS University || May'17



CERTIFICATION

Ethical Hacking
Woxa Technologies



PERSONAL DOSSIER

Date of Birth: 26.01.1995
Languages Known: English and Hindi



PROFESSIONAL SUMMARY

- A dedicated Senior Product Developer with a 5+ years of experience in product design and development and with comprehensive understanding of the entire product development lifecycle.
- With a track record of successfully leading cross-functional teams, consistently driven innovation, optimized product development processes, and delivered outstanding results.
- A highly energetic person with expertise encompasses product concept ideation, design, prototyping, testing, and project management.
- Adept in integration of Soap APIs and Rest APIs, integration of Ameyo Calling Application with Salesforce, Freshdesk, ZOHO, Zendesk, Microsoft Dynamics (MSD) and Developed custom API solutions.
- Sound knowledge in HTML, CSS, and Bootstrap JavaScript and React Node.js, optimizing databases, including PostgreSQL, MySQL, MongoDB, and Oracle
- Result oriented individual to quality control and compliance with regulatory standards ensures that the products delivered are safe, reliable, and of the highest quality.
- With a keen eye on industry trends, continuously adapt my strategies to stay ahead in an ever-evolving market. Adapt to leadership abilities empower and inspire teams, fostering a collaborative and innovative work environment.
- By combining my technical expertise with a results-driven mindset, ability to contribute to a company's success by bringing exceptional products from concept to reality.



PROFESSIONAL EXPERIENCE

Ameyo || Senior Product Developer || Since Nov'18

Key Deliverables:

Product Development:

- Leading the development of new products, from concept to production, and manage product lifecycle processes.
- Working closely with cross-functional teams, including engineers, designers, and marketing, to conceptualize, design, and create new products.
- Conducting market research to identify consumer needs and preferences and translate them into product features.

Product Design:

- Developing product design concepts and specifications that align with market requirements.
- Utilizing computer-aided design (CAD) software to create product prototypes and models.

- Ensuring product designs are innovative, user-friendly, and cost-effective.

Prototyping and Testing:

- Building and testing prototypes of new products to evaluate their functionality and quality.
- Analyzing and interpret test data to make necessary design modifications.
- Collaborating with quality control teams to ensure products meet safety and quality standards.

Project Management:

- Managing product development projects, including setting project timelines, milestones, and budgets.
- Coordinating activities among team members and monitor progress.
- Ensuring that projects are completed on time and within budget.

Supplier and Vendor Coordination:

- Collaborating with suppliers and vendors to source materials and components necessary for product development.
- Negotiating pricing and establish contracts to secure resources for production.

Quality Control and Improvement:

- Implementing quality control processes to maintain product quality and reliability.
- Identifying areas for improvement and lead efforts to enhance product performance and features.

Regulatory Compliance:

- Ensuring products comply with industry regulations, safety standards, and certifications.
- Preparing and submit necessary documentation for regulatory approvals.

Cost Management:

- Managing product development budgets and strives to minimize costs while maintaining product quality.
- Identifying cost-effective solutions and alternative materials.

Team Leadership:

- Mentoring and provide guidance to junior product developers and team members.
- Fostering a collaborative and innovative work environment.



IT SKILLS

- | | |
|----------------------------|--------------------------|
| • SQL | • Bootstrap |
| • (MySQL, Psql, SOQL, SOSL | • PHP |
| • ReactJS | • OAuth, JWT and API Key |
| • React Native | • Testing |
| • NodeJS | • Github |
| • JavaScript | • Markdown |
| • HTML | • Jira |
| • CSS | |



PROJECTS

User Extension Mapping Module

- 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

- 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

- 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