

Nilesh Rawat

Seeking Job as Frontend Developer

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Professional Summary

Highly motivated and results-oriented Senior Product Engineer with 5+ years of experience in designing, developing and implementing robust and scalable contact center solutions. Expertise in building complex applications using a diverse technology stack including JavaScript (React, Redux), Postgres, Tailwind, Bootstrap, Material-CSS and PHP. Proven ability to integrate with leading CRM platforms such as Salesforce, Freshdesk, Zendesk and Zoho. Strong analytical and problem-solving skills with a focus on delivering high-quality, user-centric solutions that enhance customer experience and improve business efficiency. Seeking a challenging role where I can leverage my technical expertise and contribute to innovative projects.

Education

Maharshi Dayanand University

Bachelor of Technology in Computer Science

July 2013 – May 2017

Faridabad, Haryana

Relevant Coursework

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

Experience

Ameyo

Senior Product Engineer

Nov 2018 – Present

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

Woxa Technologies

Internship

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.

Projects

Users Activity Wallboard | *ReactJs, SDK, APIs, Javascript, PHP, Postgres*

December 2024

- 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.

User Extension Mapping Module | *Reactjs, PHP, Postgres, Javascript*

January 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 DID's.
- 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.

Integrations | *JavaScript, PHP, Postgres*

January 2019 - Present

- Ameyo dialler integrated with Salesforce, Zendesk, ZOHO, Freshdesk, MSD and Inhouse CRMs for calling purposes.
- Toolbar / widget of dialler to show on CRM to control or handle calls.
- Show the customers page on screen on the basis of number for which call initiated and received at the real time.

- After call over need to attach call related data in CRM on the customer page for future reference and reports.

Application Features | *Reactjs, PHP, Postgres, Jaspersoft Report, JavaScript*

January 2019 - Present

- In-house Apps which are product dependent applications like Self-Monitoring App, Apps debugger App etc.
- 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 Report with Postgres database so that supervisor can fetch and analyse data.

Technical Skills

Programming Languages: JavaScript (ES6+), PHP, PostgreSQL, MySQL, HTML5, CSS.
Frameworks & Libraries: ReactJS, NodeJS, RESTful API, Bootstrap, Tailwind CSS, MaterialUI CSS.
DevOps & Other Tools: Jenkins, GitHub, VS Code, Jaspersoft Report, Node flow Designer, Linux, Vercel, Postman, Jira, Salesforce
Certification: Ethical Hacking, ChatGPT prompt engineering for developers.

Personal Dossier

Language Known: Hindi, English
Hobbies: Travelling, Listening Music, Listening Podcasts