

Nilesh Rawat

Seeking Job as Frontend Developer

12 Ballabgarh, Faridabad, Haryana 121004

📞 9999-77-5879

✉️ nileshrawatp1@gmail.com

🌐 [linkedin.com/in/nileshrawat](https://www.linkedin.com/in/nileshrawat)

Professional Summary

I am a skilled front-end developer with 5+ years of experience crafting user-friendly interfaces using React, Redux, HTML, CSS, and JavaScript. Proven ability to deliver exceptional user experiences and contribute to a successful development team. Clear understanding of requirements and outcomes expected and training in new technologies. Eager to leverage expertise in JavaScript, react and other frameworks to tackle new challenges.

Education

Maharshi Dayanand University <i>Bachelor of Technology in Computer Science</i>	July 2013 – May 2017 <i>Faridabad, Haryana</i>
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Relevant Coursework

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

Experience

Ameyo <i>Senior Product Engineer</i>	Nov 2018 – March 2024 <i>Gurugram, Haryana</i>
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- 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 <i>Internship</i>	June 2017 – May 2018
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- 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 2023
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- 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 2022
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- 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.

Integrations JavaScript, PHP, Postgres	January 2019 - March 2024
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- 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.

- 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