

NISHIT VANKAWALA

Senior Software Engineer

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PROFESSIONAL SUMMARY

Results-driven Senior Software Engineer with **7 years** of experience architecting and delivering scalable web applications using the MERN stack. Proven expertise in leading cross-functional teams and implementing **enterprise-level ERP solutions**, **cloud-based platforms**, and **AI-powered systems**. Adept at **optimizing backend infrastructure**, **designing intuitive user interfaces**, and **driving workflow automation** that enhances operational efficiency and user experience.

PROFESSIONAL EXPERIENCE

Senior Software Developer

April 2023 – Present

TrooTech Business Solutions Pvt. Ltd., Surat, Gujarat

- Led end-to-end development of **enterprise ERP modules** (Accounting, Sales, Procurement, Manufacturing, Inventory, HRMS), driving **workflow automation** and **cross-module integration**.
- Architected **AI-powered customer support system** leveraging enterprise knowledge base and embeddings, significantly reducing manual support effort.
- Built and scaled a monetization-focused **social platform** for content creators, supporting subscriptions, private media, and engagement features.

Senior Software Developer

Nov 2022 – Jan 2023

Gateway Group of Companies, Ahmedabad, Gujarat

- Contributed to microservice-based **automotive platform** for multi-location parts tracking, improving inventory visibility and operational efficiency.

Senior Software Developer

March 2022 – Sep 2022

Doyenhub Software Solutions, Surat, Gujarat

- Designed and delivered a **location-based handyman hiring platform** with quotations, payments, and reviews.
- Developed real-time operational dashboards to track process metrics, resource utilization, and training status.

Senior Software Developer

Feb 2021 – Feb 2022

Agami Tech Pvt. Ltd., Surat, Gujarat

- Built **omnichannel customer care** platform integrating chat and voice bots for multi-channel customer interactions.
- Developed **analytics dashboards** to measure customer satisfaction across voice, email, SMS, webchat, and social platforms.

Software Developer

March 2018 – Feb 2021

Yanolja Cloud Solutions (formerly eZee Technosys), Surat, Gujarat

- Delivered product-level enhancements for **Hotel Property Management System (PMS)**, ensuring scalability and UI responsiveness.
- Led migration from legacy PHP templating to React-based architecture, improving performance and maintainability.
- Consolidated multiple hospitality APIs into a unified, standardized Open API ecosystem.

KEY ACHIEVEMENTS

- Architected end-to-end workflow automation across ERP modules (Accounting, Sales, Procurement, Manufacturing, Inventory, HRMS), reducing manual intervention by 40% and streamlining purchase-to-pay cycles, order-to-cash processes, and manufacturing operations.

- Engineered AI-powered customer support system with GPT-4 knowledge base integration, reducing support ticket resolution time by 60% and eliminating need for manual document review by support teams.
- Implemented cross-module integration layers connecting Accounting with Inventory, Sales with Procurement, and Manufacturing with HRMS, improving data accuracy by 35% and creating unified ecosystem for business operations.
- Led migration of legacy PHP templating engine to React-based architecture for Hotel PMS, achieving 60% faster page load times and significantly improving system maintainability and user experience.
- Developed social media monetization platform with content creator features, increasing user engagement by 50% and generating new revenue streams through private media sharing and subscription management.
- Built omnichannel customer care platform integrating chat and voice bot capabilities using RASA ML framework, improving customer interaction efficiency by 45% across multiple communication channels.
- Consolidated multiple hospitality APIs (Property Management, Reservations, Housekeeping, OTA integrations) under unified authentication system, reducing integration complexity and improving developer experience.

TECHNICAL SKILLS

Core Skills: Node.js (Express, NestJS, Fastify), React.js (Next.js), Redux Toolkit, Platformatic, PostgreSQL, MySQL, MongoDB, Prisma ORM

Secondary Skills: React Query, GraphQL, Docker, AWS (EC2, S3, Lambda, RDS), JavaScript, jQuery, Redis

EDUCATION

- **Master of Technology in Electronics and Communication Engineering**
UKA Tarsadia University (CGPIT), Bardoli, Gujarat
May 2015 | CGPA: 9.37 (Gold Medalist)
- **Bachelor of Engineering in Electronics and Communication Engineering**
Babaria Institute of Technology (BITS Edu-Campus), Vadodara, Gujarat
May 2013 | CGPA: 9.12

KEY PROJECTS

Enterprise ERP System | React.js, Fastify, Platformatic, MySQL, MongoDB, Redis

- Comprehensive business management solution with Accounting, Sales, Procurement, Manufacturing, Inventory, and HRMS modules featuring automated workflows, cross-module integration, and real-time analytics dashboards.

AI-Powered Knowledge Base | NestJS, React.js, Prisma ORM, PostgreSQL

- Enterprise search platform with document ingestion, GPT-4 embedding generation, and browser extension enabling instant contextual query resolution for support teams.

Social Media Monetization Platform | React.js, Node.js, Redux Toolkit, Sequelize ORM

- Content creator platform with monetization features, private media sharing, story posting, subscription management, and payment gateway integration.

Open API for Hospitality Industry | Core PHP, RESTful Architecture

- Unified API gateway consolidating Property Management, Reservations, Housekeeping, and OTA integration services with standardized authentication.

Customer Satisfaction Analytics | React.js, Node.js, MongoDB, am4charts

- Multi-channel contact center analytics platform analyzing customer interactions across voice, email, SMS, webchat, and social media for agent training insights.

TSG Process Monitoring Dashboard | AWS Lambda, React.js, Real-time Analytics

- Serverless dashboard tracking transformation program performance with real-time resource allocation, training status, and process metrics visualization.