

Nishit M. Vankawala

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SYNOPSIS

Full Stack Software Engineer with **7 years of experience** in designing and developing scalable web applications. Highly skilled in **MERN tech stack**, with proven expertise in delivering robust full-stack solutions. A dynamic leader with a strong ability to foster team collaboration and drive project success.

- Expertise in **MERN stack** and **cloud development**, ensuring seamless integration of back-end services with engaging front-end experiences.
- Strong track record of delivering innovative solutions that meet client needs, with a focus on efficiency, scalability, and user experience.
- Passionate about problem-solving and continuous improvement, consistently achieving project goals in fast-paced, dynamic environments.

WORK EXPERIENCE

Sr. Software Developer, *TRootTech Business Solutions Pvt. Ltd., Surat, Gujarat*
Cloud Development Department

April 2023 – Present

- **Lead Developer** for an integrated **ERP** system modeled after **Zoho Books and Odoo**, focusing on key modules such as **Accounting, Inventory, Sales, Purchase, Manufacturing, and HRMS**. Spearheaded the optimization of backend functionality to guarantee efficient data management using **MySQL, MongoDB, and Redis**.
- **Worked as Full Stack Developer** on a social media platform comparable to Instagram. Developed features for content creators to **monetize posts and messages**, including private media sharing, profile management, and story posting. This led to increased user engagement and enhanced revenue generation for creators on the platform.
- **Led Backend Development** for an AI-powered customer support system. Built a knowledge base using **Guru (getguru)** where enterprises could upload documents, enabling support teams to retrieve answers via an AI-driven extension. This eliminated the need for manual document review, streamlining customer service and enhancing productivity.

Sr. Software Developer, *Gateway Group of Companies, Ahmedabad*
Cloud Development Department

Nov 2022 – Jan 2023

- Contributed to a **microservice-based automotive** project that tracks various **automobile parts** across multiple locations and provides related services, enhancing inventory management and operational efficient services.

Sr. Software Developer, *Doyenhub Software Solutions, Surat, Gujarat*
Cloud Development Department

March 2022 – Sep 2022

- **Designed and implemented a customer platform** that enables users to hire handymen (plumbers, electricians, masons, carpenters, etc.) based on their location. Developed features allowing users to request quotations, process payments, and leave reviews for completed tasks, significantly enhancing customer experience and service accessibility.
- **Designed and implemented a dashboard** using **am4charts** to maintain and visualize data on processes, resource allocations, and training status. Utilized **AWS Lambda functions** to efficiently fetch and process data, providing real-time insights into resource training needs.

Sr. Software Developer, *Agami Tech Pvt. Ltd, Surat, Gujarat*
Cloud Development Department

Feb 2021 – Feb 2022

- Worked on an **omnichannel interaction platform** for customer care solutions.
- Implemented **Chat** and **Voice Bot** as a feature and revamped the product to improve its performance of the product.

- Implemented **product-level enhancements and customizations** for a Hotel Property Management System (PMS), ensuring alignment with industry standards and best practices.
- Designed and developed **user interfaces** that improved overall system performance and usability, meeting customer requirements and enhancing the user experience.
- Actively participated in **design assessments, code reviews, and brainstorming sessions**, collaborating with cross-functional teams to drive innovation and improve product functionality.
- **Configured and optimized code** to align with design parameters and operational requirements, resulting in improved system efficiency and performance.

- Developed backend Software for **Tracking Revenue Details** for the **Digital Advertising Firm**.
- Worked on a live Project for an online **fashion** store.

EDUCATION

Master of Technology in Electronics and Communication Engineering - 9.37 CGPA (Gold Medalist)

Bachelor of Engineering in Electronics and Communication Engineering - 9.12 CGPA

TECHNICAL SKILLS

Core skills: NodeJS (Express, NestJs, Fastify), ReactJS (NextJs), Redux Toolkit, Platformatic, PostgreSQL, MySQL, MongoDB, Prisma ORM

Secondary skills: react-query, GraphQL, Docker, AWS (EC2, S3, Lambda, RDS), Javascript, JQuery

CERTIFICATIONS

- **Web/App Designing and Development**, Future Vision Computers, Surat, Gujarat March 2017
- **Embedded Systems and IOT**, Vector Institute, Bengaluru, Karnataka September 2016

PROJECT PROFILE

ERP System Development | ReactJS, Fastify, Platformatic, MySQL, MongoDB, Redis

Spearheaded the development of a comprehensive ERP system inspired by Zoho Books and Odoo, which included essential modules for Accounting, Inventory, Sales, Purchase, Manufacturing, and HRMS. Focused on building intuitive user interfaces while implementing robust backend solutions to drive operational efficiency. Designed in-depth dashboards and reporting tools that streamlined business processes and facilitated improved organizational decision-making.

AI Bot to enables enterprise search with inbuilt knowledge base | NestJS, ReactJS, Prisma ORM, PostgreSQL, react-query

The whole product was built from the ground up. Operators can upload files or knowledge materials in various formats to create knowledge base. This knowledge base is then used to generate embeddings using ChatGPT version 4. We made an add-on where agents can copy context, and the embedding will instantly respond to the question. This helps agents address customer queries effectively and efficiently.

Social Media platform (inspired by Instagram) | ReactJS, NodeJS, Redux Toolkit, Sequelize ORM, PostgreSQL

It is a social media application and platform that allows users to share photos and videos, and make money from their content. Creators can build their own profile, post stories, and chat with other users on the app. The platform has a feature where users can privately share media with specific people. Overall, platform enables content creators to monetize, distribute, and engage with their videos and photos through the social network.

Chatbot with inbuilt RASA support | Laravel, NodeJs, Angular, MongoDB, Redux

To enable efficient user Interaction in case Agents/Supervisors are busy attending to another client in Call Centers. We implemented the RASA library which provides ML features instead of using open-source libraries with open APIs. We created our APIs to support Rasa's ML ability to manifest Chatbot Application.

Revamp Property Management System | ReactJS, Redux Toolkit

It was a SaaS-based Property Management System where entire property (hospitality industry) related operations like housekeeping, check-ins, checkouts, OTA bookings, future reservations, etc. can be managed for single as well as chain properties using the software. The entire UI was based on a PHP templating Engine and the scope was to move UI to React to make it faster and more efficient.

Analysis of Customers Satisfaction for Customer Experience Management Platform | ReactJS, NodeJs, MongoDB, Redux

To provide an in-depth analysis of Customers Satisfaction levels while interacting with Agents or Supervisors on Customer Experience Management Platform. This data can be helpful to train agents, provide offers to possible leads and improve overall customers experience. This dashboard was for the Multi-Channel Contact Center Solution that unifies all business communication channels - voice, email, SMS, webchat, and social media within a dynamic & robust, centrally managed Customer Experience Management Platform.

Open API for Hospitality Industry | Core PHP

We had many APIs serving different purposes and falling under different departments like Property Management System, Reservation system, House Keeping, Online Travel Agencies, etc. We brought all API under one roof and use them with the same Authentication process.

Dashboard for TSG process Monitoring and Tracking | AWS Lambda, ReactJs

Implemented a graphical representation of tracking and reporting on transformation program performance through a real-time condition monitor and centralized management dashboard.

ACADEMIC PROJECTS AND RESEARCH WORKS

VLSI Design of K-Best Sphere Decoder, UKA Tarsadia University

May 2014– May 2015

Dissertation - Master of Technology (M.Tech)

- Research paper published in IJERT ISSN: 2321-0869, Volume 2, Issue 12, December 2014, entitled VLSI Implementation of Optimal K-Best Sphere Decoder.

Steganography Technique Using VC and CIE, UKA Tarsadia University

Jan 2014 – April 2014

Master of Technology (M.Tech)

- Research paper published in **International Journal of Modern Trends in Engineering and Research (IJMTER)** Volume 2, Issue 7, July-2015 entitled **A Novel Steganography Technique Using Visual Cryptography and Color Image Encryption.**

CONTRIBUTOR PROFILE

- Can take initiative, work under pressure and balance multi-tasking assignments.
- Can be good team member, especially in situations where tough and high stress goals have to be achieved.
- Have the tenacity to patiently work through an area, for achieving the desired results.

DECLARATION

I do hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

Place: *Surat, Gujarat*
Nishit Vankawala