

Payas Patel

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🎓 Education

Bachelor of Engineering Computer Engineering,

2023 | Mumbai

Vidyalankar Institute of Technology Mumbai

9.6 CGPA

Diploma in Computer Technology,

2020 | Nashik

K.K Wagh Polytechnic Nashik

90.11%

👛 Professional Experience

Jio Platforms Limited

12/2023 – present | Navi Mumbai

- Developed a **MERN stack web platform to track employee performance**, project contributions, and product insights, improving operational transparency.
- Led the **AI Bot team**, managing training and integration across multiple Jio projects, optimizing chatbot interactions for improved user engagement.
- Analyzed user queries and real-world interactions to create **high-quality question-answer pairs** for bot training.
- Collaborated with developers to integrate the generated training data into the bot's machine learning model, enhancing its conversational accuracy.
- Assisted in fine-tuning bot responses based on **user feedback and testing**, ensuring a more natural and engaging user experience.
- Focused on enhancing the Bot's capabilities for improved customer interactions and performance.
- Performed Quality Assurance (QA) testing to identify bugs, and optimize system performance across multiple Jio Products such as JioCloud PC, JioSaavn, JioTV, JioMeet, and JioCinema

TCR Innovations,

01/2022 – 04/2022

Data Science and Machine Learning Intern

- Gained hands-on experience in **Python** and key data analysis libraries, including **Pandas**, **NumPy**, and **Matplotlib**, to perform data cleaning, analysis, and visualization.
- Developed a predictive model for employee attrition using **machine learning techniques**, identifying critical factors and trends to support data-driven HR decisions.

Sumago Infotech,

05/2019 – 06/2019

Web Development Intern

- Built a solid foundation in **HTML**, **CSS**, **PHP**, and **Bootstrap** while gaining expertise in **XAMPP server setup** for local development.
- Designed and developed dynamic, responsive websites, ensuring cross-browser compatibility and an intuitive user interface.
- Applied front-end and back-end development skills to deliver fully functional web solutions with enhanced user experience.

Projects

EZpay – Peer-to-Peer Money Transfer App

- Developed a secure and user-friendly web application for seamless money transfers using the MERN stack.
- Implemented **user authentication** to ensure secure access and protect transactions.
- Integrated **real-time balance updates** and a **user search feature** for improved usability.
- Designed a modern and responsive UI using **Tailwind CSS** for an intuitive user experience.
- Built a robust backend with **Node.js, Express.js, and MongoDB** to handle transactions securely.
- **Tech Stack:** React.js, Node.js, Express.js, MongoDB, Tailwind CSS, Axios, JWT, Bcrypt, Postman.

Interactive Platform for Employee Performance and Product Insights

- Developed a web-based platform for tracking employee performance, project contributions, and key product metrics.
- Led the design and implementation of a user-friendly UI using **React.js, Tailwind CSS** ensuring seamless user experience and real-time data visualization.
- Ensured high data accuracy and integrity by integrating robust backend services using **Node.js, Express.js, and MongoDB**.
- Delivered real-time insights that improved team visibility and informed strategic decision-making on project success.
- **Tech Stack:** MongoDB, Express.js, React.js, Node.js, Redux, Tailwind.

Skills

Front-End Technologies

- React.js
- JavaScript
- Tailwind CSS
- HTML
- CSS

Backend Technologies

- Node.js
- Express.js

Cloud and Deployment

- AWS

Database Management Systems

- MongoDB
- MySQL

Tools

- Postman
- Git

Languages

English, Hindi, Marathi, Gujarati