

ABHISHEK RAJ

Senior MERN Stack Developer

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SUMMARY

I am a highly accomplished Senior MERN Stack Developer with over 5 years of experience in creating scalable web applications using cutting-edge technologies. I've successfully led teams, optimized delivery processes, and driven innovation to enhance user engagement. My passion lies in developing impactful software solutions while nurturing junior talent and delivering excellence in every project I undertake.

EXPERIENCE

Senior Software Developer (Deputy Manager)

Pramerica Life Insurance

⌚ 04/2024 - 01/1970 📍 Gurugram, India

Life insurance company

- Led the integration of GenAI-powered chatbots into customer service workflows, improving response efficiency by 30%
- Spearheaded auto-debit mandate integration with multiple partner banks, enhancing recurring payment efficiency and reducing payment processing time by 25%
- Automated complex underwriting processes, including discrepancy resolution, streamlining operations and decreasing processing time by 40%
- Collaborated with cross-functional teams to implement solutions enhancing the policy lifecycle, contributing to a 15% increase in customer retention
- Optimized deployment pipelines using CI/CD tools (Jenkins, Docker), achieving a 50% reduction in deployment duration
- Mentored 3+ junior developers, ensuring adherence to best practices and coding standards, leading to a 20% decrease in code-related issues

Software Developer II (Assistant Manager)

Pramerica Life Insurance

⌚ 10/2022 - 04/2024 📍 Gurugram, India

Life insurance company

- Developed a comprehensive MERN stack full-stack project from inception to deployment, enhancing user engagement by 35%
- Established and enforced a Git-based workflow for efficient version control, improving team collaboration speed by 30%
- Configured and managed cloud-based services using AWS tools, improving system uptime to 99.9%
- Implemented a robust CI/CD pipeline with Jenkins to automate software delivery, increasing deployment frequency by 40%
- Maintained high standards of code quality and best practices, which led to a 15% increase in overall project efficiency
- Managed application scaling strategies to ensure optimal performance and reliability, resulting in a 20% improvement in load handling capabilities

EDUCATION

BE Electronics & Communication

Nitte Meenakshi Institute of Technology

⌚ 08/2015 - 05/2019 📍 Bangalore, India

12th Science

Senior Secondary School - East Champaran

⌚ 04/2014 - 01/2015 📍 Bihar

10th Science

High School - Dhaka

⌚ 04/2013 - 01/2014 📍 Bihar

KEY ACHIEVEMENTS



Awards & Recognition

Received Employee of the Year award and been recognized multiple times as Employee of the Month in 2023 for outstanding contributions

EXPERIENCE

Senior Software Developer

Redcliffe Labs

04/2022 - 09/2022 Noida, Uttar Pradesh, India

Healthcare technology company

- Led requirements gathering and review sessions with key stakeholders, ensuring clarity and alignment, which contributed to a 25% faster project turnaround
- Designed and developed an Inventory Management System within the CRM application, effectively reducing inventory discrepancies by 30%
- Successfully upgraded the company website from React.js to Next.js, significantly boosting SEO and improving website speed by 50%
- Conducted rigorous code reviews, identifying and implementing optimization opportunities that enhanced overall code performance by 20%
- Designed and developed an automated ticketing system within the CRM, resulting in a 70% reduction in response times to customer inquiries

Software Developer I

Redcliffe Labs

10/2021 - 04/2022 Noida, Uttar Pradesh, India

Healthcare technology company

- Developed and configured over 40 user groups within the CRM to manage Pathology, Radiology, and Corporate Client Business, enhancing operational segregation and control efficiency
- Integrated MapMyIndia API to create advanced zone and address mapping solutions, improving customer tracking efficiency by 40%
- Implemented Firebase for real-time notifications, leading to a 25% increase in customer engagement with the CRM application
- Enforced stringent security measures to protect customer data, ensuring compliance with data privacy regulations and achieving 100% compliance during audits
- Implemented automation workflows to streamline lead management and follow-up processes, resulting in a 20% increase in lead conversion rates
- Integrated WhatsApp services (Gupshup and Zoko) into the CRM, enhancing customer communication efficiency by 35%

Frontend Developer

Redcliffe Labs

07/2021 - 10/2021 Noida, Uttar Pradesh, India

Healthcare technology company

- Customized and maintained CRM systems to meet specific call center operational needs, improving operational efficiency by 25%
- Collaborated effectively with CRM administrators, business analysts, and QA teams to deliver high-quality front-end solutions, reducing support tickets by 30%
- Developed custom reports and interactive dashboards to provide real-time insights into call center performance, aiding data-driven strategic decision-making

Trainee Software Engineer

Sigmify

08/2020 - 12/2020 Bangalore, Karnataka, India

Technology services company

- Contributed to the development of an admin panel for a VYAVSHAY application using React.js, CSS, and Bootstrap

SKILLS

Agile AWS Bootstrap

Cloudflare CloudFront

Code Review CRM CSS

Docker EC2 ES6 Git

GitHub Google Firebase

Google Maps Google Maps API

HTML Java JavaScript

Jenkins JIRA MongoDB

Material UI NestJS Next.js

NoSQL PostgreSQL React

REST S3 SEO SQL

Tailwind Ticketing System VPC

Node.js Express.js Gmail

WhatsApp ES6+

EXPERIENCE

Trainee Software Developer

MilestoneOS

01/2021 - 07/2021 Noida, Uttar Pradesh, India

Software development company

- Developed a responsive Product Management web application using HTML, CSS, JavaScript, and React, implementing features for task management (add, edit, delete)