Prakhar Prakash Bhardwaj

Principal Software Engineer, GoGroup

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SKILLS

Languages & Frameworks: JavaScript, TypeScript, NodeJS, ReactJS

AI & Data: LLMs, RAG, VectorDB, SQL, NoSQL, AWS, S3

DevOps & Automation: CI/CD, Twilio

WORK EXPERIENCE

Principal Software Engineer

GoGroup(Zennify Europe), Remote, India

April 2021 - Present

- Led AI-first customer support platform rollouts, achieving 2× re-engagement, 50%+ faster response, and 25% cost reduction for global clients.
- Architected communication centers using Twilio Flex, Studio Flow, and LLMs, supporting thousands of concurrent interactions and 75%+ AI call automation.
- Deployed omni-channel solutions (WhatsApp, SMS, Webchat), increasing customer conversion by 20% and engagement time by 25%.
- Optimised CI/CD pipelines and data workflows (AWS, SQL/NoSQL), halving software deployment times and accelerating experimentation.
- Delivered compliance-grade, real-time analytics and automation in cross-functional teams, translating business goals into tangible results.

Full Stack Engineer

Greenerace Technologies (P) Limited, Noida

July 2019 - April 2021

- Developed notification platform for multi-channel outreach and a credit wallet module enabling in-app payments.
- Built web scraping and login automation systems; migrated monolith to microservices for scalability and maintainability.

Software Engineer

Evue Technologies (P) Limited, New Delhi

Jan 2019 - July 2019

- Engineered backend and iOS features for the EvueMe Applicant App, integrating WebRTC and AWS TTS, and implementing deep browser-to-app linking.

PROJECTS (AI Based)

- **AI Voice Assistant MCP Server:** Engineered an open-source server for automated HR voice workflows.
- **Browser-based AI Voice Assistant:** Built a voice assistant for real-time browser-based conversations.
- **WhatsApp Chatbot:** Developed and open-sourced WhatsApp bot for personalised, automated chat.
- **Customer Sentiment Analysis:** Automated feedback analysis pipeline, providing actionable insights to teams.

EDUCATION

B.Tech, Computer Science & Engineering
JSS University (JSS Academy of Technical Education), Noida
Aug 2015 – Jun 2019

PUBLICATIONS

Railway Track Management System based on IoT devices and Software Application
JEITR Journal, June 2019, Vol. 6, Issue 6
https://www.jetir.org/papers/JETIR1906018.pdf