

Prakhar Prakash Bhardwaj

Principal Software Engineer, GoGroup

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SKILLS

Backend Development | Javascript • Typescript • Express • NodeJS

Frontend Development | ReactJS • Bootstrap • HTML • CSS

Miscellaneous | OpenAI • LLMs • Langchain • VectorDB • Twilio • CI/CD

Data Pipeline | AWS • SQL • NoSQL • S3

WORK EXPERIENCE

Principal Software Engineer

GoGroup, Remote, India

APRIL 2021 - PRESENT

- Architected and built scalable cloud communication centres across Europe,
- Increased customer interaction time ratio by 25% through the implementation of WhatsApp & Webchat,
- Developed data models that improved sales team's customer conversion rate by 20%,
- Reduced deployment time by over 50% through CI/CD pipeline optimisation,
- Took the initiative to lead the development of AI-powered products, enhancing operational efficiency.

Full Stack Engineer

Greenerace Technologies (P) Limited, Noida

JULY 2019 - APRIL 2021

- Developed Notification module to handle multi-channel notifications,
- Developed Credit Wallet module allowing users to make in-app payments,
- Developed Web Scraping and Automation System to automate login process in multiple websites,
- Restructured the backend architecture following the Microservices architectural approach.

Software Engineer

Evue Technologies (P) Limited, New Delhi

JAN 2019 - JULY 2019

- Involved in the Backend and iOS development of EvueMe Applicant App
- Integrated WebRTC framework (OpenTok) on the Client side,
- Integrated AWS Text-to-Speech (TTS) service in backend using NodeJs,
- Integrated Deep Linking for the transition from browser to app.

PROJECTS (AI Based)

- **Customer Sentiment Analysis:** OpenAI and Twilio
- **Data Model AI:** SQL and OpenAI
- **Notion Chatbot:** Notion, Pinecone and OpenAI
- **Integrating LLM and WhatsApp** using Twilio

EDUCATION

JSS Academy of Technical Education

Noida - Aug 2015 - Jun 2019

B.Tech, **Computer Science & Engineering**

JOURNAL PUBLICATION

Railway Track Management System based on IoT devices and Software Application

JEITR Journal - June 2019, Volume 6, Issue 6

www.jetir.org/papers/JETIR1906018.pdf