

PRAKHAR CHHIPA

SENIOR SOFTWARE ENGINEER
AIRTEL X LABS

CONTACT INFO

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KEY PROJECTS

now
|
2018

WORK

Airtel X Labs

- A Field Workforce Management Platform which provides features like Work Order Management, Timesheet Management, Real-time Communication, Access Control, Tenant/Org Management, Rule Engine, State Machine, Schedule & Dispatch, Integrations, Analytics Dashboard and Task Management.

Predictive DT

Airtel X Labs

- An auto diagnose and query resolution platform, which provides technology solutions along with CRM to improve the customer service experience on call centers and MyAirtel App for all the LOBs. It reduced AHT for postpaid callcenters and helped advisors solving customers problem even before customer reports.

Drift

Airtel X Labs

- A tool to manage all the downstream integrations, it also enabled fast integrations without any deployments. It provides behaviour of advisors as a flow, which helps product to grow more efficiently in customers query resolution for most problematic scenarios.

2018
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2015

REST Backend APIs

91Digital Web Pvt Ltd

- Backend APIs for 91mobiles website, app, mobile-site and subsidiaries as well, saasworthy.com killerfeatures.com
- Major stacks: Price Comparison, Product Catalog, CMS, Analytics, User Targeting, SpecScore, Autosuggest, Emailers, and Admin panels

Contextual Segmentation

91Mobiles

- A panel to manage customized and contextual mailers/notifications through sendgrid which provides analytics and mailer performance metrics to improve automated content by picking segment based audience to target so that maximum relevant content could get served.

SKILLS

PROGRAMMING LANGUAGES

Java
Javascript
python

DATABASES

Redis
PostgreSQL
MongoDB
MySQL
Elasticsearch

FRAMEWORKS

Spring Framework - Java
jQuery - Javascript
Angular2 - Javascript
Bootstrap

Others

RabbitMQ
Kafka
docker
Jira
microservices
git

EDUCATION

B.Tech.(Hons) - (2011-2015)
Computer Science
JEC, Jaipur Rajasthan, India

Class XII - (2011)
JNV Bhilwara, Rajasthan, India

