

PRAKHAR CHHIPA

SENIOR SOFTWARE ENGINEER
AIRTEL X LABS

EXPERIENCES

- May 2018
|
present

Senior Software Engineer
Airtel X Labs
• Backend
• Product

📍 Gurgaon, Haryana, India
- June 2015
|
May 2018

Software Engineer
91Mobiles
• Full Stack
• Intern

📍 Gurgaon, Haryana, India

KEY PROJECTS

- 2018
|
present

Predictive DT
Airtel X Labs
• An application which predicts the issue using prediction scenarios which customer might facing, even before the call is being answered at callcenter by the advisor. It reduced AHT for postpaid and helped advisors solving customers problem even before customer reports.
- 2018
|
present

Drift
Airtel X Labs
• A tool to manage all the downstream systems, so that the core project can support advisers in maintaining low AHT (Average Handling Time). It provides behaviour of advisers as a flow, which helps product to grow more efficiently in customers query resolution for most problematic scenarios.
- 2018
|
present

Decision Tree
Airtel X Labs
• Backend for an auto diagnose and resolution platform, which provides technology solutions to improve the customer service experience on call centers and MyAirtel App for all the LOBs.
- 2016
|
2018

REST Backend APIs
91Digital Web Pvt Ltd
• Backend APIs for 91MOBILES website, app, mobile-site and subdomains as well, SAASWORTHY.COM KILLERFEATURES.COM
• Major stacks: Price Comparison, Product Catalog, CMS, Analytics, User Targeting, SpecScore, Autosuggest, Emailers, and Admin panels
- 2015

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.

CONTACT INFO

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SKILLS

PROGRAMMING LANGUAGES

Java
Javascript
python

DATABASES

Redis
MongoDB
MySQL
Elasticsearch

FRAMEWORKS

Spring Framework - Java
jQuery - Javascript
Angular2 - Javascript
Bootstrap

Others

RabbitMQ
Kafka
Jira
git

EDUCATION

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

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

Class X - (2009)
AVM Bhilwara, Rajasthan, India