

Abhishek Singh Thakur

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WORK EXPERIENCE:

Senior Systems Engineer	Infosys, Indore	Jan 2022 - Present
Work Items Migration Application:	USA Client	
<ul style="list-style-type: none">Developed a console application to Migrate Backlog Work Items in Azure DevOps DashboardREST APIs to create work items. Written in Python and used client libraryUsed Postman for testing APIsReduced the manual work of migrating tasks by 70%Handled client calls and understood their requirements		
Virtual Agent:	USA Client	
<ul style="list-style-type: none">Created Azure Chatbot which is used by client's employees globally to create ticketsREST APIs to create tickets and fetch information of a ticket.Azure Storage to store timings of live agent and information of ticketAzure Bot SDK with C# and .Net Core for the creation of botAzure Bot Service for deployment of bot on cloudDecrease in time for ticket creation and resolution		
Systems Engineer	Infosys, Indore	Feb 2020 - Dec 2021
Conversational Chatbot:	Philippines Client	
<ul style="list-style-type: none">Developed Azure Chatbot for a bank based in philippines for their official websiteAzure Bot SDK with Python for the creation of botIntegrated it with LUIS for NLP functionality and with Knowledge base using QnAMakerConnected it with facebook messenger to answer customer queries		

TECHNICAL SKILLS:

- Preferred:** Python, Java, C++, C#, Data Structure, Algorithms
- Familiar:** .Net Core, Springboot, Django, SQL, Git, Azure, Linux

Personal Projects:

- Bank Loan Management:** This simulates the loan operation by the bank. User can take loan, submit payment and check their balance after any emi paid. Implemented in **C++**. **OOP** methodology is used. [\[Github\]](#)
 - Cinema Room REST Service:** A simple **Spring REST** service that will return information of a Cinema room. Implemented in **Java** and **Spring Boot**. [\[Github\]](#)
 - Travel Website:** Created using **Django** Framework. **MVT** architecture used. Connected to DB using ORM. Created and consumed **REST APIs**. Deployed on Apache Web Server. [\[Github\]](#)
 - Resolve Dependency:** Projects may be dependent on each other. They need to be built in an order. Implemented in **C#**. Depth First Search and Topological sort is used to find dependencies. [\[Github\]](#)
 - Bill Automation:** Generates Bill based on customer's membership. A **Java** project implemented using **Maven**. **OOP** is used with Model and Custom Exception Class. [\[Github\]](#)
 - Library Management:** This simulate the functions of library. Implement in **C++**. Object Oriented Programming is used. [\[Github\]](#)
 - Tech Blog on Github Pages:** Created a personal tech blog and hosted on github pages. Used HTML, CSS, Markdown. [\[Blog URL\]](#)
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EDUCATION:

University Institute of Technology-RGPV, Bhopal	B.E. Information Technology	2015 - 2019
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CERTIFICATIONS:

- HackerRank – Problem Solving (Intermediate) Issued: Sep 2020 [\[URL\]](#)
 - NPTEL – Programming in C++ Issued: Oct 2018 [\[URL\]](#)
 - Infosys Certified Python Programmer Issued: Oct 2020
 - Microsoft Certified : Power Platform Fundamentals Issued: Feb 2020 [\[URL\]](#)
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