ALOK KUMAR SINGH

Software Engineer

An exceptionally creative Professional looking for a Senior level position as a Software Engineer in a dynamic firm that values my analytical and technical skills and provides scope for updating my knowledge, I seek a company that will help me contribute to its development while concurrently aiding my personal growth.

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EXPERTISE

Skill	Level	Skill	Level
Java	●●●●○	C	●●●●○
HTML	●●●○○	CSS	●●●○○
Spring Boot	●●●●○	PostgreSQL	●●●●○
Hubspot	●●●●○	Google Dialogflow	●●●●○
Postman	●●●●○		

PROFILE SNAPSHOT

• Ability to handle intricate projects as well as handle clients.

• Profound in dealing with various foreign clients as I was involved in various projects.

• Proven competence in identifying and implementing strategies for building team effectiveness by creating a conducive environment in work place

• Extensive knowledge in spotting out the areas of improvements and organizing training programs for the same.

• Knowledgeful in leading and monitoring the performance of team members to ensure efficiency in operations and meeting of individual and group targets.

WORK EXPERIENCE

Software Engineer
HCL Technologies

01/2020 - Present,

Key Responsibilities

○ Working with software development and testing team members to design and develop robust solutions to meet clients' requirements for functionality, scalability and performance

○ Partnering with development team on product development, application support plans and prototype programs. Discussing project progress with customers, collecting feedback on different stages and directly addressing concerns.

○ Writing highly maintainable, re-usable code for software system, forming core framework and earning consistent praise from subsequent developers since initial version.

○ Responsible for design enhancement, design, and implementation of new functionality. Reviewing software documentation to ensure technical accuracy, compliance or completeness or to mitigate risks.

○ Planning test schedules or strategies in accordance with project scope or delivery dates. Participating in product design reviews to provide input on functional requirements, product designs, schedules or potential problems.

○ Interacting with the client in various forums to discuss the status of the project, clarifying any functionality related queries.

○ Implementing modules to configure dynamic environment variables during runtime, thereby reducing development and deployment times for the project.

○ Modularizing and updating old code bases to modern development standards, reducing operating costs and improving functionality.

WORK EXPERIENCE

Software Intern
HCL Technologies

08/2019 - 01/2020,
Key Responsibilities

- Wrote maintainable, commented and extensible code in a team environment. Responsible for designing and implementing flexible web parts that were utilized to enhance the user experience.
- Recommending and implementing the enhancements to improve database performance and data integrity. Administering and maintaining the team foundation server used for source control.
- Planned and developed interfaces using Code Igniter that simplified overall management and offered ease-of-use. Evaluated project requirements and specifications and developed software applications that surpassed client expectations.
- Gathered and defined customer requirements to develop clear specifications for project plans. Performed software testing to uncover bugs and troubleshoot critical issues prior to application launch. Adjusted design parameters to boost performance and incorporate new features.

PROJECTS

Chatbot Solution
- **Technologies used: JAVA**
- A contact center solution that provides conversational AI with a wide range of answers.
- Capturing the chat history (between the user and the chatbot) and saving it in the database (Postgres database), Transfer this history to real agent (during a chat between customer and the actual agent) , agent use this data for gain knowledge of the conversation (between customer and chatbot).
- Creating intents and training phrases on Google dialogflow. Integration of Java backend with Google dialogflow , nuances mix , rasa.
- MultAPIs created. An independent chatbot application built for integration with multiple platforms.
- Implemented Yaml file for making solution independent.

AgentDesktop
- **Technologies used: Node.js, React**
- This solution provides agents with an attractive voice and chat interface to communicate with customers and provide sentiment analysis.
- I used HTML and CSS to change the overall look and feel of the application.

CERTIFICATES

• AWS Connect Training
Udemy

• Android Development Training
CETPA PRIVATE LIMITED (Lucknow, Uttar Pradesh)

• JAVA CORE Training
CETPA PRIVATE LIMITED (Lucknow, Uttar Pradesh)

• IB hub 1st round winner
Start-Up Idea

TECHNICAL SKILLS

Google Cloud Platform and Services (Google Speech API, Dialogflow, Cloud Natural Language API)   Web Technologies: HTML5, CSS3, React

AWS Services (Connect)   Twilio Cloud Communication(Studio, TaskRouter, Voice, Chat, Autopilot, Flex)

Nuance Communications Products (Nuance-Mix, Nuance-Insights)

EDUCATION

B. Tech. (EE)
Shri Ramswaroop College of Engineering and Management

2019,   *Lucknow*

INTERESTS

Photography   Playing Cricket   Adventure Sports

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency