RAHUL DHIR

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WORK EXPERIENCE

Right Prompt Technologies Pvt. Ltd.   **Feb 2024 - Present**
Associate Software Developer | Integration & Automation Specialist | ServiceNow

- Developed an integration application using **Node.js** to seamlessly connect a top Indian insurance company's **Oracle Database with ServiceNow and Microsoft BizTalk via SOAP APIs**. This automation **reduced manual underwriting efforts by 85%** and **improved UW decision turnaround time by 60%**.
- Engineered a multilingual **Complaint Management System** for a leading real estate developer, **integrating WhatsApp Cloud API, Next.js, and ServiceNow**. Leveraged **AI models like Whisper and ChatGPT** for real-time voice-to-text transcription and translation, enabling **voice and text complaint registrations in over 5 languages**. This innovation **increased customer engagement by 70%** and **reduced average complaint resolution time by 40%**.
- Designed and **deployed a Next.js web application** for kiosk-based complaint registrations.
- Utilized development tools such as **Visual Studio Code, Git, and Azure DevOps** for efficient coding, version control, and continuous integration/deployment (CI/CD) processes. This streamlined development workflows and **reduced deployment errors by 30%**.

Deloitte USI Consulting   **Jul 2023 - Oct 2023**
Analyst | Salesforce Developer

- Developed and **automated Salesforce workflows** and processes using **Apex, Visualforce, Flexcards, and Omnistudio**, leading to significant improvements in data entry efficiency and user productivity by 95%.
- Designed and enhanced user interfaces with **Lightning Web Components** and Aura, improving user experience by 90%.
- Ensured robust data security and access control through implementation of sharing rules, profiles, and permission sets, while utilizing modern development tools like **Eclipse, Visual Studio, SVN, and Git.**

EDUCATION

Chaitanya Bharathi Institute of Technology (CBIT), Hyderabad   **2019 - 2023**
- Bachelor of Engineering (B.E) in Electrical and Electronics Engineering (EEE)
- CGPA: 8.9/10

PROJECTS

- ***Portfolio Website:***
  - Developed a responsive frontend using **React** and **TypeScript**, incorporating **ShadCN UI, Radix UI, and Tailwind CSS**, improving UI scalability and consistency by 40%.
- ***Multimodal Document Analysis with Gemini and RAG:***
  - Developed a document analysis pipeline using **Gemini Multimodality** and **Multimodal RAG** to **extract and summarize insights** from complex PDFs (e.g., 10-K filings), achieving over **95% accuracy** in information retrieval and **reducing manual review time by ~70%.**
- ***Box Office Success Analysis of Hollywood Movies:***
  - Analyzed **5,000+ TMDb movie records** to uncover factors driving box office success by performing **in-depth EDA**, cleaning nested JSON data, **engineering ROI** and genre features, and generating **25+ visual insights**.

ADDITIONAL INFORMATION

- **Technical Skills:** API Integration (SOAP, REST), CI/CD Implementation, Exploratory Data Analysis (EDA)
- **Frameworks and Tools:** ShadCN UI, ServiceNow, Salesforce, WhatsApp Cloud API, Oracle Database, Azure DevOps, Git, VS Code, Gemini, OpenAI
- **Languages:** Python, Node.js, SQL, HTML/CSS, Next.js
- **Certifications:** Salesforce Certified PD-1, ServiceNow Certified System Admin, Prompt Engineering Specialization
- **Awards/Activities:** Received the "Academic Excellence" award for being the top performer in EEE dept in college, Elected as Class and Dept Rep in my college for 4 straight years.