###### Neeraj Diwakar

Mobile No: +91-9871570049

E-mail: [diwakar.indian@gmail.com](mailto:diwakar.indian@gmail.com)

## Profile Summary:

* 2 year experience in **IVR (Interactive voice response)**, **AI IVA (intelligent virtual assistant**) and **Twilio** **AI** **Voicebots,** Twilio Flex, Autopilot & Studio.
* Integration with external applications and **web services, Rest API**, and **workflows**.
* Experience in analysing real agents **Voicebots** conversation with the agent to train the **Voicebots**.
* Experience in training **Voicebots** and Expertise with designing **Tree** Flows.
* A technology-driven professional with over 7+ years of extensive experience in Software Developer and Software maintenance.
* Good Knowledge and experience in **Node.js, Asp.net Core 2.x, MVC, C#, Ado.Net, Entity Framework core 2.x, Sql server 2014, WCF, Web API, jQuery, Bootstrap, HTML, CSS.**
* Excellent code review and code debugging.
* Experience in writing database objects (Stored Procedures, Functions, and Triggers).
* Strong experience in writing Sql queries.
* Working Knowledge of Warehouse Service Management, VTS (Vehicle Tracking System Management), Hospital Management System, School Management System with CRM Platform (Customer relationship management).

## Experience Summary:

* 2 year experience in **IVR (Interactive voice response)**, **AI IVA (intelligent virtual assistant**).
* More than 6+ years of commercial experience in creating and supporting High volume enterprise-wide web applications using **Node.js, ASP.Net Core 2.x, MVC, C#, SQL server, T-SQL, Bootstrap, CSS, jQuery, HTML**.
* Software Visual Studio 2015/17/19, visual studio code for Node.js, SQL Server.
* Source Code Management tools **GitHub** and **Microsoft DevOps**

## Professional Experience:

Microware Computing & consulting pvt ltd Jan 219- Till Now

Freelance Software Developer June 17-Jan 19  
Rosmerta Technologies Limited June 16 - June 17  
E-Taknovation Pvt Ltd May 14 – May 16

## Educational Qualification:

Bachelor of Technology, (computer science and engineering) (2008- 2012).

Hindustan institute of technology

Greater Noida, U.P. India.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Qualifications | School/College | Board/  University | Year of Passing | Percentage |
| B.tech (CSE) | Hindustan institute of technology  . | UPTU | 2012 | 63.74%) |
| Intermediate | Sant budha ram inter college Agra | Up board | 2008 | 64.4% |
| High School | Saroj Devi higher secondary school  Agra | Up board | 2006 | 64% |

## Microware computing & consulting Jan 19–till date

1) **Convergent Main Autopilot IVA** – This application is based on twilio intelligent virtual assistant (IVA) with **NLP (Natural Language Processing).** This application is used for collecting debt from borrowers. We have developed this application for debt collection. When borrower call to our tollfree number, besides the tollfree number we have attached the Convergent Main IVA autopilot AI agent to listen and talk to the borrower using NLP and provide the appropriate solution for his/her problem by its intelligence. If the AI agent is not going to provide the appropriate solution, then It transfer call to the human agent and after that the bot is going to train itself according to the past experiences.

**Responsibilities**:

* Responsible for research and develop to find the best way to design and develop Autopilot.
* Responsible for independently designing, coding, testing and database management by using Node.js, C#, Asp.Net core 2.x Web API and SQL Server.
* Create a webhook that capture IVA flow variables and responses and write it to the log file then further we just transfer it to database.
* Design and develop programming systems making specific determinations about system performance.
* Responsible for the client-side communication, Find Problems and Solve those according to requirement of project.

**Environment**: **C#,** **ASP.NET Core 2.x, Node.js, SQL Server.**

2) **Impact Rewards** – This application is created for collection process. In this application Agent get the incentive points and purchase the item from any authorize Shop.

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, Asp.Net core 2.x with MVC and SQL Server, Entity Framework core 2.x, jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* Responsible for the client-side communication, Find Problems and Solve those according to requirement of project

**Environment**: **C#,** **ASP.NET Core 2.x, MVC 6, Bootstrap, jQuery, Entity Framework core 2.x, SQL Server.**

3) **FACSSMSWeb** – This is the web application for display the SMS that how many SMS has sent or how many sms are rejected and what is the reason for rejection the SMS. And, we can add the SMS format according to the State in USA.

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, Asp.Net core 2.x with MVC and SQL Server, Entity Framework core 2.x, jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* Responsible for the client-side communication, Find Problems and Solve those according to requirement of project

**Environment**: **C#,** **ASP.NET Core 2.x, MVC 6, Bootstrap, jQuery, ADO.Net, SQL Server.**

4) **FACSEmailWeb** – This is the web application for display the Email that how many emails have sent or how many emails are rejected and what is the region for rejection the email. And, we can add the email format according to the State in USA.

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, Asp.Net core 2.x with MVC and SQL Server, Entity Framework core 2.x, jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* Responsible for the client-side communication, Find Problems and Solve those according to requirement of project

**Environment**: **C#,** **ASP.NET Core 2.x, MVC 6, Bootstrap, jQuery, ADO.Net, SQL Server.**

5) **Clicker App** – This is a web application which is used to send SMS on button click. This is a very small application. The only use of this application is just sending the SMS by Agent. Before sending the SMS, Agent need to verify that the SMS is according to the legal process.

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, Asp.Net core 2.x with MVC and SQL Server, Entity Framework core 2.x, jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* Responsible for the client-side communication, Find Problems and Solve those according to requirement of project

**Environment**: **C#,** **ASP.NET Core 2.x, MVC 6, Bootstrap, jQuery, ADO.Net, SQL Server.**

**Projects for Support**

1) **Lattitude**- Latitude Software, an Interactive Intelligence Group, Inc. company, provides debt collection software and services. Latitude has hosted and on-premise solutions that are easy to use and offer comprehensive functionality for faster, more effective debt collection and portfolio recovery. In that we have created customer panels when it is required for business.

**Responsibilities**:

* Create custom panel according to business requirements some of custom panels like SignNow Email Letter panel, Rehab Calculator etc.
* Responsible for independently designing, coding, testing and database management by using C#, Window Form and SQL Server and user controls.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance

**Environment**: **Window Form, C#, Sql server.**

2) **SignNow API-** Sign Now provide Some call back API for signing the document. We have created the application and in this application, we have access all the signnow Api and also we created some custom APIs. Whenever somebody signs the document Signnow Portal post data to this WEB API which includes the document id as well, using this document id this API extracts the signer if the signer is Supervisor then this WEB API updates data

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, ASP.Net MVC, Web API and SQL Server.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* Responsible for the client-side communication, Find Problems and Solve those according to requirement of project

**Environment**: Web API, Asp.Net MVC5, SQL server, C#.

3) **ACT User Portal** – This is the user registration portal when the borrower wants to pay his/her debt. In that case the borrower needs to fill all the information on the User Portal.

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, ASP.Net core 2.x with MVC and SQL Server with jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* Responsible for the client-side communication, Find Problems and Solve those according to requirement of project

**Environment**: **C#,** **ASP.NET MVC 5, Bootstrap, jQuery, ADO.Net, SQL Server.**

## Freelance Software Developer June 17–Jan 19

**Projects**: Buddha Tech Job Portal

URL: http://www.buddhatechllc.com/

This is a job portal. It is a platform that joins recruiters and the job seekers to complete their goals and requirements. Recruiters look for a right candidate who has the right qualification to handle the responsibilities efficiently. On the other hand, job seekers want a job where they can apply their skills and knowledge to grow their professional career. Sending job applications through employment portals is a quicker way to get the right candidate.

**Responsibilities**:

* Responsible for planning, processing, and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, ASP.Net MVC and SQL Server with jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Design and develop programming systems making specific determinations about system performance.

**Environment**: ASP.NET MVC 5, Web API, Bootstrap, jQuery, Entity Frameworks, sql server server

**Projects**: Best Fly Deal

URL: http://www.bestflydeal.com/

This is an online tours and travel web-based project where a user may search and apply for a package. The system allows the user to check various tours packages and choose his/her package accordingly. The web application checks for user choice and then queries the database for various available packages to that destinations. The system then loads all the data and puts it on front of user. The user can now choose various packages as per his desire. when the user chooses the type of package option, the system also allows the user to book the package of the destination for the desire date.

**Responsibilities**:

* Responsible for planning, processing, and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, ASP.Net Web form and SQL Server with jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Design and develop programming systems making specific determinations about system performance.

**Environment**: ASP.NET Web Form, Web API, Bootstrap, jQuery, Entity Frameworks, sql server server

## Rosmerta Technologies Limited June 16 - June 17

**Projects**: Vehicle Tracking System

1. VTS for General Clients-JDairy, Dausa etc.
2. GVK Chennai(elocator.in/gvkchennai)
3. NRDA-New Raipur Development Authority
4. ATS-Ambulance Tracking System
5. HPCL-Hindustan Petroleum Corporation limited

Work on Vehicle Tracking System or GPS Locator. A GPS tracking unit is a device that uses the Global Positioning System to determine the precise location of a vehicle which it is attached and to record the position of the asset at regular intervals. The recorded location data can be stored within the tracking unit, or it may be transmitted to a central location Server connected to the Internet using a cellular (GPRS or SMS), modem embedded in the unit. This allows the Vehicle's location to be displayed on a map in real time or when analysing the track later, using GPS tracking software. Using GPS device, we find the location, speed etc. and provide the information to the user.

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* Responsible for independently designing, coding, testing and database management by using C#, ASP.Net MVC and SQL Server with jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* As part of a team, created various reports according to the business requirements for the Vehicle Tracking System.
* Responsible for the client-side communication and client-side visits according to requirement of project

**Environment**: ASP.NET MVC 5, Web service, Bootstrap, jQuery, Ado.net, Sql server

## E-Taknovation Pvt Ltd May 14 – May 16

1. **Project**: **Hospital Management System**

Hospital Information System (HIS) or Hospital Management Information System (HMIS) or Hospital Management System software are synonyms of hospital initiatives, which means making a hospital management paperless. This includes the clinical, back office and generic management of all activities. It integrates the entire resources of a hospital into one integrated software application.

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* coding, unit testing, big fixing and maintenance
* Responsible for independently designing, coding, testing and database management by using C#, ASP.Net MVC and SQL Server with jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* As part of a team, created various reports according to the business requirements for the Hospital Management System.
* Responsible for the client-side communication and client-side visits according to requirement of project

**Environment**: ASP.NET, WCF, C#, HTML, SQL Server, CSS, jQuery

1. **Project**: **School Management System**

This project contains every information of the school. This is CRM Based project. In that we kept the information of students, Teacher and lecture scheduled for faculties. And in that we also made the VTS for tracking information of buses. In that the GPS device sent the location of the bus to the parents.

**Responsibilities**:

* Responsible for planning, processing and performing all jobs in an efficient manner without assistance.
* coding, unit testing, big fixing and maintenance
* Responsible for independently designing, coding, testing and database management by using C#, ASP.Net MVC and SQL Server with jQuery, Ajax, HTML5, CSS3, Bootstrap.
* Designed database maintenance plans to set up core maintenance tasks to make sure that the database performs well, is regularly backed up in case of system failure and is checked for inconsistencies.
* Design and develop programming systems making specific determinations about system performance.
* As part of a team, created various reports according to the business requirements for the School Management System.
* Responsible for the client-side communication and client-side visits according to requirement of project

**Environment**: ASP.NET, C#, HTML, SQL Server, CSS, JavaScript

## Personal Information

|  |  |
| --- | --- |
| Date of Birth | March 10, 1990. |
| Sex  Father Name  Mother Name | Male.  Bhagwan singh  Krashna devi |
| Nationality | Indian. |
| Languages Known | English, Hindi |
|  |  |

## Declaration

I hereby declare that the above written information’s are true to the best of my knowledge.

Date:

Place: Gurgaon (Neeraj Diwakar)