Rony Thankachan

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PROFESSIONAL EXPERIENCE

MakeMyTrip, Bengaluru - Senior Software Engineer   **Sept 2022 - Present**

- Designed and developed a new staycation funnel that enhances the visibility of nearby hotels, resulting in a 23% increase in average daily hotel bookings across all cities.
- Ideation and development of an efficient algorithm using bitsets to apply filters selected by the user on hotels improving the hotels listing page loading 2X faster.
- Migrated a REST service to GRPC that improved the service communication time and rewrote code to achieve more readability and efficiency by introducing various design patterns.

Cognicor, Kochi - Senior Consultant   **May 2019 - Sept 2022**

- Ideation and end-to-end development of a Dialog Manager for a no-code platform to train and deploy AI chatbots, thereby minimizing the resources spent on customer support and mundane tasks done by businesses.
- Helped financial advisors meet SLA by keeping chatbot response latency under 500ms.
- Research and end-to-end development of a profiling system that provides a personalized response for chatbot users by analyzing the questions and proactively asking questions when needed.
- The platform's profiling system became a prominent feature, assisting in onboarding four big financial services organisations in the US, resulting in millions of dollars in revenue.
- Optimised existing features by removing the overhead of external frameworks and implementing Chain of Responsibility design pattern which reduced the response waiting time by 140% for a query to the chatbot.

Infosys, Bengaluru - Systems Engineer   **June 2018 - May 2019**

- Implemented inventory management for automotive parts in a web application, focusing on search, to assist service centres in managing their inventory.

INDEPENDENT PROJECTS

E-commerce developer platform   **2022**

- Design and implementation of a full-stack web application that helps businesses create and deploy their online stores without any technical expertise.
- Implementation of server-side rendering to generate web pages using Nextjs that reduced the TTL of pages rendered in the application.
- Designed and built a global notification system for the platform that allowed notifications to be sent from any part of the web app, making form validation and notification consistent across the platform.

Hospital website   **2021**

- End-to-end development of a fully functional mobile-responsive site for medicine delivery, as well as an appointment management system that allowed the hospital to provide online and at-home consultations during COVID.
- The implementation of the online consultation and website assisted the hospital in increasing its revenue by 842% over the previous fiscal year.

EDUCATION

Rajagiri school of engineering and technology, Kochi   **2014-2018**
B.Tech in Computer Science and Engineering

TECHNICAL SKILLS

- Java, Python, JavaScript, TypeScript
- Spring Boot, React, Node.js, Next.js, SQL, MongoDB, Docker, Git, REST, GRPC, Kafka, Agile/Scrum, System Design

ACHIEVEMENTS

- Won second place out of 20 teams in a hackathon conducted by Cognicor for the implementation of fraud detection in an insurance chatbot.
- Extra miler award by Cognicor for the best idea to product.