Sai Gowtham Chintala

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Professional Summary

Versatile and experienced software engineer skilled in MERN Stack, Python, and AWS. Expertise in developing scalable web applications and microservices with MongoDB, Express.js, React.js, and Node.js. Strong in backend API design, responsive frontend development, and optimizing database performance. Proficient in AWS services like EC2, S3, Lambda, and RDS. Dedicated to delivering high-quality solutions and driving innovation in a collaborative team environment.

Education

Bachelor of Technology in Electronics, And Communication Engineering 2018-2022
GITAM Institute of Technology, GITAM University, Visakhapatnam, A.P. *GPA – 9.59*
Intermediate 2016-2018
SASI Junior College, SASI Educational Institutions, West Godavari, A.P. *97.3%*
SSC X 2015-2016
SASI English Medium High School, SASI Educational Institutions, West Godavari, A.P *GPA – 9.80*

Skills

Languages: Python, HTML, CSS, JavaScript
Frameworks/Libraries: Node.js, React.js, Express.js
Virtualization: VM-Ware
CRMs: ZOHO CRM, MS-Dynamics 365
Tools: VS-Code, GIT, GitHub, Postman
Technical Skills: Object-Oriented Programming, Back-End Development, REST API Development
Other Skills: AWS Cloud Services, Azure Boards and Pipelines, Docker, Agile Methodologies

Experience

Assistant Systems Engineer at TATA Consultancy Services October 2022 - Present
CRM Administration, Automations, Back-end Development, REST API Development

- Developed and maintained backend services and APIs using Node.js and Express.js, handling millions of requests per day with high efficiency and reliability.
- Implemented RESTful APIs to facilitate seamless communication between front-end and back-end systems, enhancing data flow and application functionality.
- Assisted in debugging and troubleshooting issues across development, testing, and production environments, ensuring seamless deployment and operation of applications.
- Administrated CRM systems to optimize and automate business processes, improve customer relationships, and drive organizational growth.
- Utilized CRM APIs and integration tools to automate data extraction, transformation, and loading processes.
- Utilized Agile methodologies (Scrum) to plan and execute weekly sprints, prioritize tasks, and track project progress effectively.

Projects

Project Title: CNHi's New Holland Agriculture WhatsApp Bot
Company/Organization: TATA Consultancy Services
Duration: September 2023 – June 2024
Overview: The project aims to replace existing legacy webforms with a WhatsApp integration to streamline the user enquiry process. This initiative seeks to enhance user experience by leveraging the familiarity and convenience of WhatsApp for direct enquiry submissions. Additionally, the project aims to improve lead quality for the business by capturing more qualified leads through this efficient communication channel.
Role(s): MERN Stack Developer
Technologies: Nodejs, REST APIs
Key Responsibilities:

- Integrate WhatsApp Business API via a third-party service called Sunshine Conversations.
- Enhance and optimize the user experience on WhatsApp to enable smooth creation of enquiries using Node.js.
- Develop backend services to handle incoming WhatsApp messages via webhooks, process enquiries, and integrate with CRM systems like MS-Dynamics 365 and ZOHO CRM.

Outcomes:

- Increased user engagement and interaction rates by offering a preferred communication channel for enquiry submission. On average, 500 to 1000 enquiries are now processed monthly through this integration.
- Approximately 90% to 95% of business leads are now verified and qualified.

Project Title: CNHi's CRM Migration and Business Custom Central API
Company/Organization: TATA Consultancy Services
Duration: June 2023 **-** August 2023
Overview: The project aims to migrate data and functionalities from Zoho CRM to Microsoft Dynamics CRM while simultaneously developing a robust API integration for CNHi's Business Central. The initiative seeks to streamline business processes, enhance data accessibility, and improve overall operational efficiency.
Role(s): MERN Stack Developer, ZOHO CRM Administrator, MS-Dynamics CRM Support Engineer
Technologies: Nodejs, ZOHO CRM and MS-Dynamics 365
Key Responsibilities:

- Evaluate the current data in Zoho CRM and align it with MS-Dynamics 365 CRM.
- Extract and sanitize data from Zoho CRM to guarantee precision and comprehensiveness.
- Execute trial migrations to confirm the precision and integrity of data in MS-Dynamics 365 CRM.
- Develop a resilient REST APIs using Express.js that multiple CRMs can utilize to generate business leads from various vendors using Node.js.

Outcomes:

- The migration, inclusive of all existing integrations and functionalities, was successfully completed within a 3-month timeframe.
- Scalable architecture and flexible central API supporting future growth and evolving business needs.

Project Title: CNHi's Digital Marketing Automation
Company/Organization: TATA Consultancy Services
Duration: November 2022 - May 2023
Overview: The project aims to create CRM modules and implement customizations, design workflows, and develop dashboards to automate the qualification of business leads without requiring manual intervention. This involves streamlining processes to ensure that leads are automatically assessed and categorized based on predefined criteria, enhancing efficiency and accuracy in lead management. By leveraging tailored CRM functionalities and intuitive dashboards, the project aims to optimize operations and improve decision-making processes within the business.
Role(s): ZOHO CRM Administrator, Automation Engineer
Technologies: ZOHO CRM and Deluge Scripting
Key Responsibilities:
- Develop CRM modules for leads and their enquiries.
- Design and generate reports and dashboards to provide insights into sales, marketing, and customer service activities.
- Create and manage workflow rules, schedules, tasks, alerts, and email notifications using Deluge scripting.
- Manage user roles and permissions within Zoho CRM and adding new users, setting up profiles, and providing training and support to users as needed.
- Integrate call center and notification APIs for no follow-up leads in ZOHO CRM.

Outcomes:
- Approximately 85% to 90% of leads automatically qualified, while the remaining leads are directed to the call center dialer.

Certifications

- Python3 Programming Specialization from Coursera
- Nodejs-Intermediate Certification from Hacker Rank
- The Complete Nodejs Developer from Udemy Learning
- Docker Foundations Professional Certificate from LinkedIn Learning

Publications

Published a research paper in Engineering, Technology & Applied Science Research (ETASR) Journal on the work of *"Polarization Effect Assessment of Sub-6 GHz Frequencies on Adult and Child Four Layered Head Models"*

Citation Reference: *S. S. Pudipeddi, P. V. Y. Jayasree, and S. G. Chintala, "Polarization Effect Assessment of Sub-6 GHz Frequencies on Adult and Child Four-Layered Head Models", Eng. Technol. Appl. Sci. Res., vol. 12, no. 4, pp. 8954–8959, Aug. 2022.*

DOI: https://doi.org/10.48084/etasr.5096

Outcomes:
The SAR absorption alteration with the Angle of Incidence (AOI) of the EM wave is calculated with the help of the shielding effectiveness parameter of the external Polyethylene Terephthalate (PET) shield coated with conductive copper (Cu) mesh, forming a laminated shield using the methodology of the transmission line method for Four-Layered Adult and Child Head Models for Sub-6 GHz frequencies.