

# Sai Nitya Bector

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## Full Stack Developer

Dynamic developer with a proven track record in building scalable web services and backend systems. Possesses a deep understanding of modern development principles and techniques. Experienced in crafting efficient data pipelines and maintaining high-performance databases. Dedicated to delivering clean, efficient code and fostering teamwork

## WORK EXPERIENCE

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### Full Stack Developer • Jun 2021 - Present

#### FlightHub • Montreal, QC, Canada

- Designed and developed APIs using PHP and React.js, optimizing agent-centric features within the customer service application AI, resulting in a 25% increase in efficiency and a 20% improvement in user experience after the Post-Pandemic Period.
- Implemented Twilio Chat and IVR integration with FlightHub, using PHP and Node Js Restful APIs for backend, React Js for frontend. Enhanced communication, navigation, and customer experience.
- Applied statistical data analysis to optimize customer service applications, implementing live call data extraction, Large Data sets and creating real-time data visualization tools (e.g., PowerBi, Looker), resulting in a 40% decrease in average handling time and a 25% increase in customer satisfaction scores.
- Successfully implemented interactive voice response phone system flows, enhancing navigation and customer interaction at FlightHub, resulting in a notable 20% decrease in call abandonment rates and improving overall customer engagement.
- Conducted comprehensive code reviews and provided valuable feedback to the development team, resulting in a commendable 15% increase in code quality and maintainability, thereby enhancing the overall stability and reliability of FlightHub's application and Data Security.

### Back End Developer • Jan 2018 - Oct 2019

#### Gamapp Sportswizz Tech Pvt. Ltd

- Extensive experience developing REST applications on modern MVC PHP frameworks such as Laravel, emphasizing data integrity and performance.
- Designed and implemented a database framework for managing live cricket match scores from microservice APIs, resulting in a 50% increase in system reliability with in a week. Leveraged AWS EC2 and S3 to optimize data infrastructure and enhance data processing speed.
- Proficient in designing, coding and testing customizations, collaborating with cross-functional teams to deliver complex changes while prioritizing data engineering requirements.

### Web Developer • Full-time • Oct 2014 - Nov 2016

#### OD Pay (Mobile Based Payment App) • Chandigarh, India

- Develop clean and maintainable services based on product management and Front-end requirements while keeping in mind RESTful API design guideline
- Optimized data infrastructure by leveraging AWS EC2 and S3, resulting in a 50% increase in system reliability.
- Experience with deployments or direct management of production and Code Review, fix Bugs

## SKILLS

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**Technologies/ Frameworks:** Javascript (React, NodeJS, ExpressJS, Vue, Redux, jQuery), PHP (Laravel, Symfony, CodeIgniter, CakePHP, Slim), TypeScript

**Database Management:** MySQL, PostgreSQL, Clickhouse, Firestore (NoSQL), MongoDB

**DevOps & Cloud Services:** Skilled in containerization and orchestration tools, Docker and Kubernetes, Cloud Architecture, AWS(Notably EC2 and Lambda functions), GCP (Task Queues), S3

**Software Development Methodologies:** Agile Methodologies, Scalable APIs, Microservices architecture, GraphQL, Adaptive planning and rapid delivery, Debugging, Testing (Test units)

**Version Control & Programming Concepts:** Automated flows and deployment, GIT CI/CD, Functional Programming principles and design patterns such as Facade, optimizing code reusability and maintainability

**Project Management Tools:** Jira, Trello, Efficient team coordination and Task management

**Communication & APIs:** Twilio and Twilio Flex, IVR, AI Chatbots

**Knowledgeable In:** Python, Statistical Analysis, Data Pipelines

## **EDUCATION**

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### **Northern College**

in IBM & ISBA • Toronto, ON, Canada • Jan 2020 - Dec 2021

### **Punjab Technical University**

Bachelor Of Technology In Computer Science & Engineering • Jun 2014 - Jun 2018