

Chitresh Sharma

chitresh.hsharma@gmail.com • +919542134872 • [LinkedIn](#) • [GitHub](#)

- Delivering customer-centric products for 6 years, powered by strong technologies and business insights
- Architecting and managing technical products for 3 years, with focus on intuitive user experience
- Expert in transforming ideas to market-ready tech products and proven expertise in API Integrations

Education

B.E. Computer Science
Minor in Finance

BITS Pilani - Hyderabad Campus
BITS Pilani - Hyderabad Campus

Aug 2014 - May 2018
Aug 2016 - May 2018

Experience

Technical Lead

DirectShifts

Apr 2024 - Present

Ruby, Ruby on Rails, JavaScript, React, MySQL

- Built **Invoicing System** that slashed the billing workload of finance by 56%
 - Integrated **Quickbooks** to sync invoices directly through the platform
 - Implemented conflict resolution tools to handle inconsistencies between the platform & Quickbooks
 - Automated calculation of invoiced items through timesheets & payrolls
- Built **Credentialing Dashboard** that reduced the onboarding time of applicants by 34%
 - Built a document service to easily manage uploaded documents with specified permissions
 - Added tracking system for missing documents and expiration dates along with automated reminders
 - Developed an analytics module to display prominent numbers and decide the next steps
- Architected **Licensing Module** that introduced a new revenue stream
 - Lead the discussions between the licensing and the product team to streamline the ambiguous workflow
 - Utilized data and analyzed business impacts to arrive at crucial decisions
- Architected **E-signature Library** that reduced the signature expenditure by 22.5%
 - Guided the team to integrate **Dropbox Sign** and automate the creation of signature requests
 - Removed the manual process of managing individual contracts with special attention to edge cases

Senior Software Engineer

DirectShifts

Apr 2023 - Mar 2024

Ruby, Ruby on Rails, JavaScript, React, MySQL

- Built **Scheduling Module** that increased the company revenue by 12.4%
 - Added approval and rejection flows to easily schedule shifts, eliminating back-and-forth communication
 - Built the **Calendar** in-house with monthly & weekly views, saving \$10K per year
 - Created attendance tracking system with automated reminders through SMS, emails, push notifications
 - Created a module to track the availability of clinicians and smartly auto-approve scheduling requests
- Built **Document Viewer** to view documents on system instantly with ability to zoom
 - Reduced the overhead for credentialing team that used to download dozens of documents
 - Created a library that can handle multiple types of documents like PDF, DOCX, JPEG
- Revamped **Job Applications** with smart features that improved the applicant engagement by 16%
 - Integrated Calendly, allowing applicants to directly schedule calls with recruiters
 - Added auto-decline facility to decline applications if strict requirements don't match

Software Engineer

DirectShifts

Dec 2020 - Mar 2023

Ruby, Ruby on Rails, JavaScript, React, MySQL

- Built **Payroll System** that reduced the effort of finance team by 66.4%
 - Integrated **CheckHQ** to handle banking transactions and tax forms
 - Added ability to track rates for different types of services and calculate the payments automatically
 - Added an approval system for employers and admins to approve what needs to be paid
 - Revamped timesheets to track shifts, visits, reimbursements and bonuses on platform
- Built **Resume Parser** that reduced the user onboarding time from 20 mins to 5 mins
 - Integrated **Daxtra** to parse resumes and extract relevant information about users
 - Users can avoid filling each and every information manually, by just uploading a resume
 - Created an interactive viewer to select what information should be added and what not
- Revamped the **Job Matching Service** that reduced the processing time from 30 mins to 30 secs
 - Improved the workflow for matching relevant jobs for users and reduced redundant processing
 - Refactored the database queries to efficiently retrieve the relevant data for matching attributes

Software Development Engineer

Jun 2018 - Jun 2019

NestAway

Python, Data Analysis, AWS Lambda, MySQL, BigQuery

- Built **Tenant Scoring System** to drive better business decisions based on payment behaviors
 - Carried out exhaustive data analysis using Pandas & NumPy to identify contributing factors for the score
 - Utilized machine learning algorithms like regression and k-means clustering for data distribution
 - Created a rule engine to customize the rules and test different strategies for scoring
- Built **Housing Inventory System** affecting the company's revenue directly by 10%
 - Implemented a system for automated syncing of house inventory with third-party partners
 - Created an ETL pipeline for real-time syncing, improving the hit rate by 65%
 - Utilized AWS Lambda for on-demand scaling to handle the uneven traffic of house inventory
- Carried **BigQuery Migration** that reduced its contributing expenditure by 32%
 - Integrated the analytical data from multiple projects to reduce the redundant data
 - Created shell scripts and python scripts to ensure data consistency and increase data quality
 - Revamped the data aggregators sending data to BigQuery to use the enhanced workflow

Software Development Intern

Jul 2017 - Dec 2017

Dell EMC

Python, C++, MongoDB, Redis

- Developed **Fault Detection System** that decreased the testing process by 18%
 - Developed a method to track the number of bugs uncovered or prevented during pipeline automation
 - Used white box coverage metrics to help choose high impact tests for quick hot fix regression testing
 - Utilized MongoDB to store elaborated coverage information and Redis for prominent metrics data