

# Chitresh Sharma

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- 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 with 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, AWS

- Built **Invoicing System** that slashed the billing workload of finance by 56%
  - Created a full-fledged system to create invoices for different products and services
  - Integrated **Quickbooks** to raise invoices seamlessly and sync the accounting details
  - Implemented conflict resolution tools to handle parallel updates and avoid inconsistencies
  - 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, expiration dates, background checks with reminders
  - Developed an analytics module to display prominent numbers and decide the next steps
- Architected **E-signature Library** that reduced the signature expenditure by 22.5%
  - Guided the team to integrate **Dropbox Sign** and automatically send signature requests through templates
  - Removed the manual process of managing contracts with rule based compliance system
- 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 help clients with their licensing process

### Senior Software Engineer

DirectShifts

**Apr 2023 - Mar 2024**

Ruby, Ruby on Rails, JavaScript, React, MySQL, AWS

- Built **Scheduling & Workforce Management** that increased the company revenue by 12.4%
  - Built 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
- Revamped **Job Applications** with smart features that improved the applicant engagement by 16%
  - Built **Document Viewer** to view documents on system instantly with interactive tools like zoom
  - Created a library that can handle multiple types of documents like PDF, DOCX, JPEG
  - Integrated Calendly to allow 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, AWS

- Built **Timesheet System** to capture the work log of clinicians digitally, removing the paper-based system
  - Created modules to capture shifts, visits, reimbursements, bonuses along with documents
  - Created rosters to track pay rates, enable or disable required sections, and specify workplace details
  - Added a commenting system to clarify doubts and tag the respective admins for next actions
- Built **Payroll System** that reduced the effort of finance team by 66.4%
  - Integrated **CheckHQ** to handle banking transactions and tax forms
  - Integrated the timesheet system to calculate the payments automatically through applicable rates
  - Added an approval system for employers and admins to approve what needs to be paid
  - Automated the distribution of annual tax forms, streamlining the year-end process
- Built **Profile Setup with Resume Parsing** that reduced the user onboarding time from 20 mins to 5 mins
  - 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 from the resume

- Implemented a guided, step-based profile setup flow that simplifies the initial registration process
- 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, G-Cloud

- Built **Tenant Scoring System** to drive better business decisions based on payment behaviors
  - Carried exhaustive data analysis using Pandas & NumPy to identify contributing factors for the score
  - Utilized machine learning algorithms like regression and k-means clustering to identify 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