

# Siddhesh Satish Shinde

Full Stack Engineer | Frontend | Backend | Javascript | React | Redux | NodeJS

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## Technical Skills

**Web Technologies:** ReactJS, Redux, NodeJS, TypeScript, JavaScript, ExpressJS, TailwindCSS, HTML/CSS, Bootstrap

**Database:** SQL, MongoDB(Mongoose).

**Development Tools:** Git, Docker, Linux, Postman, Jenkins, Confluence.

## Projects

### Netflix Clone ( [Github](#) )

- Built a production-grade Netflix-style application using React, Redux Toolkit, and Tailwind CSS, focused on performance and scalability.
- Improved perceived **load time by ~35% through** optimized state management and component rendering.
- Implemented Firebase Authentication and real-time movie search, enhancing user engagement and secure access.
- **Tech Stack** - React, Redux Toolkit, Firebase (Authentication), Tailwind CSS, React Router.

### ScanToDine - Digital Menu Platform ( [Github-Client](#) [Github-Server](#) )

- Built a QR-based digital menu platform using React and Tailwind CSS for seamless categorized menu browsing.
- Integrated Firebase Auth and Firestore for secure restaurant profiles and real-time menu management.
- Developed reusable UI components, admin dashboards, and QR code generation features.
- Deployed scalable frontend and backend using Netlify, Render, Node.js, and Express.
- Eliminated physical menus (100% reduction) and **improved browsing speed by ~40%.**
- **Tech Stack** - React, Tailwind CSS, Firebase (Auth, Firestore), NodeJS, Express, Netlify, Render.

## Education

### Bachelor of Engineering (8.7 CGPI) - 2021

Ramrao Adik Institute of Technology (RAIT), MU

### Higher Secondary Certificate (82%) - 2017

PACE Jr College, Dadar

## Work Experience

### Product Engineer-II, Service Lee Technology Private Ltd. | Mumbai, India | April 2024 - Present

- Led backend integration for AI-powered VoiceAI channels, enabling 24/7 self-service for customers and **reducing manual call center workload by ~60%.**
- Designed a dynamic, config-driven backend architecture to onboard new conversational channels and intents with up to 80% less development effort, improving scalability.
- Built a consumer verification API supporting phone number and credential-based flows, resolving intents in real time for **100K+ monthly user interactions.**
- Developed NLPearl voice agent flows (file-claim, cancel-contract), **boosting claim completion by 25%** and enhancing user experience.
- Collaborated cross-functionally with Tech, QA, and Product teams to align features with business goals.
- Applied data-driven debugging to resolve edge cases and stabilize user experience through real-time log monitoring and validation.

### Product Engineer-I, Service Lee Technology Private Ltd. | Mumbai, India | December 2021 - April 2024

- Built a config-driven onboarding UI with checker-maker functionality, cutting onboarding time by 90% and improving client activation speed.
- Designed UI and API structures for onboarding new plans/services, enabling 100% feature rights compliance and reuse across multiple products.
- Delivered IVR, Chatbot, and Webbot flows **serving 50K+ monthly users**, allowing claim filing, plan checks, rescheduling, and cancellations.
- Took ownership of two key projects, led development efforts, and conducted code reviews for React and Node.js codebases to ensure code quality and maintainability.

## ACHIEVEMENTS

- Reduced operational workload by 60% through AI automation
- Increased claim completion by 25%
- Scaled systems to support 100K+ monthly interactions
- Cut enterprise onboarding time by 90%