



Sumesh Mishra

Front-End Web Developer

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Profile

Passionate front-end developer with 5+ years of experience, specializing in ReactJS and ADA compliance, dedicated to creating user-friendly and accessible web applications that enhance user experiences and drive engagement.

WORK EXPERIENCE

Associate Software Developer

JP Morgan Chase & Co.

08/2020 – Present | Bengaluru

- Innovative Front-End Development: Spearheaded the development of cutting-edge features on Chase.com using React.js, JavaScript, and TypeScript, enhancing user experience for millions.
- Award-Winning Project: Spearheaded the award winning "Chase My" initiative, leveraging data-driven strategies to boost user engagement by 50%, resulting in a 25% revenue uptick and receiving prestigious industry accolades.
- Customer Benefits Hub: Designed and developed a centralized benefits portal for cardholders, enhancing user engagement by 35% and improving overall customer satisfaction.
- User Dashboard Enhancements: Collaborated on personal and business dashboards, streamlining the experience for 100M+ users with intuitive and efficient interfaces.
- ADA Compliance Enhancement: Enhanced Chase.com website for ADA compliance, ensuring accessibility for all users by implementing WCAG standards and conducting thorough usability testing.
- Agile Advocate: Embraced Agile methodology, driving seamless integration and timely delivery of innovative features.

EDUCATION

Master of Computer Applications

National Institute of Technology, Trichy

08/2017 – 06/2020

Bachelor of Science in Computer Science

Holkar Science College, Indore

07/2014 – 06/2017

SKILLS

ReactJS

JavaScript

TypeScript

HTML

CSS

GIT

JIRA

Unit-testing

C/C++

Data Structure and Algorithms

PROJECTS

Card Tracker

- **Innovative Visual Tool:** Designed and implemented a cutting-edge tool to track customer card usage and offer personalized benefits like reduced APR and rewards.
- **Customer Engagement:** Launched successfully, resulting in a 25% spike in platform engagement.
- **Boosting Satisfaction:** Provided clear insights into card usage, increasing on-time payments by 15% and elevating overall customer satisfaction.

Legacy Code Migration

- Led end-to-end migration of an entire page from legacy code to React.js, ensuring a seamless transition with minimal downtime.
- Enhanced maintainability and scalability by implementing modular, reusable components and state management best practices.
- Refactored and modernized the codebase, improving readability, reducing redundancy, and making future enhancements easier.

Dispute Payment

- **Built a unified Dispute Payment module** for debit and credit card transactions, enabling users to seamlessly raise concerns for any suspicious or unsuccessful transactions directly through the platform.
- **Designed and developed the full frontend flow** (forms, status tracking, validations, API integration) to replace manual call-based dispute handling, improving user experience and reducing turnaround time.
- **Achieved significant operational impact**, contributing to a **reduction of ~700K customer support calls in a single month**, resulting in lower operational cost and improved service efficiency.

ACHIEVEMENTS

NIMCET AIR 22

01/05/2017