

# NANDAN THAKUR

## Software Engineer

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### SUMMARY

Versatile Software Development Engineer committed to consistently finding dynamic solutions for software issues. Polished in finding innovative ways to efficiently build scalable, high-availability online systems. Offering 2+ years background creating and implementing software systems for client companies

### PROFESSIONAL EXPERIENCE

#### Software Engineer

Jan '19 - Present

#### Mphasis Ltd

Bangalore, IN

ORGANIZATION: SAGE (SOFTWARE ARCHITECT GROUP FOR ENTERPRISE, AN R&D DIVISION)

- Working on development of Conversational AI Models like Chat-bots and Virtual assistants with the help of Microsoft LUIS and Microsoft Azure Bot framework
- Developed cloud deployed Virtual Assistant integrated with ITSM tools like Service Now/ Cherwell
- Created bots for multiple channels like Facebook, Telegram, WhatsApp, Alexa
- Built multiple proof of concepts in short notice for quick demo with clients
- Provided assistance to team for building Mphasis employees assistant bot "Dexter"
- Integrated solutions with outside systems like Airways, SAP, Service Now, PeopleSoft, etc. using REST services

### PROJECTS

#### Cognitive Guru

Jan '19 - Present

#### An intelligent chatbot development platform

Bangalore, IN

Tools and Technologies: Java, Spring Boot, NodeJS, Bootstrap, Microsoft Bot Framework, Microsoft Luis, Azure Bot Service, Grafana, Microsoft QNA

- Collaborated with cross-functional teams to design and build chatbots.
- Developed 50+ chatbot use cases for domains like Service Desk, Human Resource, Insurance, Social, Airlines, Government, Banking
- Responsible for the version upgrade of Microsoft Luis from V2 to V3.
- Developed REST Services using Spring Boot and NodeJS, written unit test cases for the same.

#### Dispatch Management Tool

Dec '20 - Present

#### Windows application for allocation and tracking of field support engineers

Bangalore, IN

Tools and Technologies: Java, C#, Spring Boot, Windows Form

- Responsible for building complete front-end application from scratch, based on latest C# WinForms.
- Ensuring high performance on desktop, with usage of latest & relevant performance tools
- Worked with designers, product managers to collaboratively own the front-end layer to deliver stellar end-user experiences
- Collaborated with cross functional teams to define, design & ship new features
- Developed REST Services using Spring Boot and written unit test cases for the same.

### KEY SKILLS

Software Development

Requirement Gathering

Unit Testing

Code Optimization

Documentation

Coordination

REST APIs

Troubleshooting

### TECHNICAL SKILLS

- Languages:** Java, C#, NodeJS
- Frameworks:** Microsoft Bot Framework, Spring Boot, Windows Form, JUnit
- OS:** Windows, Linux
- Software:** Nginx, Putty, Win-Scp, Alexa Console, Google Analytics
- Microsoft Technologies:** Azure Bot Service, Cognitive Services, Power Virtual Agent, Azure CLI, Power Automate, Microsoft Luis, Microsoft QNA Maker, Adaptive Card
- Database:** PostgreSQL, Familiar with MongoDB
- DevOps:** Azure DevOps

### EDUCATION

Dr. APJ Abdul Kalam Technical University

Aug '13 - Jul '17

B.Tech, Computer Science

Greater Noida, Delhi-NCR