# NANDAN THAKUR

## Software Engineer

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📍 Bangalore, IN

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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

## 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

## PROFESSIONAL EXPERIENCE

**Associate 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.

## EDUCATION

**Dr. APJ Abdul Kalam Technical University** — Aug '13 - Jul '17

**B.Tech, Computer Science** — Greater Noida, Delhi-NCR

## HONORS AND AWARDS

**Outcome Focus, By Kumar Sridhar (VP)** — May '20 -

**Mphasis**

Appreciated for on boarding a team of 4 members and hand-holding them to build 34 chatbots in 3 weeks