Tanmay Gupta

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Proficient Software Engineer with **3+ years of professional experience**. Skilled in **Python**, **Django**, and **AWS technologies**, leading backend deployments and creating **custom data pipelines**. Experienced in integrating NLP systems, committed to innovation and **problem-solving** in dynamic environments.

Skills

Python | AWS | Data Structures & Algorithms | Functional Programming | Web Scraping
SQS, RabbitMQ | Automation | DynamoDB | Django | Flask | SQL | Pandas

Experience

Software Engineer
ACCENTURE
Dec 2021 – Present
Gurugram, Haryana

- **Spearheaded lambda development & deployment team**, used Python, **Django, AWS SDK (boto3) cli and CloudFormation**, showcasing **leadership and technical proficiency**.
- Created a **custom data pipeline** to detect low call quality based on **MOS scores** gathered using **Kinesis streams**, sending data to Lambda and then to **AWS SQS**.
- **Designed and implemented automated data processes**, saving approximately 20 hours of manual work per month and significantly improving workflow efficiency. Proficient in **automation and process optimization**.
- Conducted **in-depth analysis and visualization of contact flow data** using Pandas and web scraping techniques to optimize customer interaction processes, contributing to a reduction in average resolution time by about 15 minutes per interaction and enhancing customer satisfaction.
- Architected and executed **data integration solutions** using Connect and Lambda functions, increasing data retrieval speed by 1.5x and reducing latency by 150 milliseconds.
- Played a key role in developing an **ADO pipeline**, contributing to a faster project delivery time and fewer deployment failures.
- Designed and implemented **dynamic JSON schemas for Amazon Connect**, improving data flexibility and system adaptability, and reducing data mapping errors by several incidents each month.

Technology Associate
AVIZVA Solutions Pvt. Ltd.
Oct 2020 – Dec 2021
Gurugram, Haryana

- Led a team in developing **NLP-based conversational AI products**, showcasing expertise in functional programming and problem-solving.
- Worked on **RASA engine server**, connecting it as an independent component in our **Django application** to serve as its **NLP core**.
- **Integrated NLP-NLU systems like Amazon** Lex, Connect, and Alexa into customer support platforms, improving data processing accuracy and reducing misinterpretation instances by dozens of cases each month.
- Enhanced data processing efficiency by developing and implementing an **automated Java project setup system**, leveraging skills in automation and functional programming, cutting setup time by several hours per project and minimizing setup-related errors.
- **Collaborated on data-driven projects involving various AWS Services**, showcasing proficiency in DynamoDB, CloudFormation, and AWS architecture, improving project completion times by a few days on average and enhancing code quality.

Professional Certification

Amazon Web Services Training and Certification
AWS Certified Cloud Practitioner (CLF-C01)
AWS
Dec 2022 – Dec 2025

Demonstrates fundamental understanding of IT services in the AWS Cloud, showcasing fluency in cloud technologies and foundational AWS knowledge. Proficient in identifying and implementing essential AWS services for project setup and execution

Education

Jamia Millia Islamia University
Bachelor of Technology, Computer Engineering
New Delhi, India
Aug 2016 – Sept 2020

Graduated with First Division, represented the University in the prestigious **ICPC Asia Region Contest, 2018**