Vishnu Sharma

Software Engineer

Experienced Software Engineer skilled at developing impactful solutions for tech startups. Key contributions include enhancing database efficiency, implementing real-time chat features, and optimizing operational dashboards. Proficient in documentation, system optimization, and monitoring. Skilled in Python, Java, JavaScript, Flutter, and React. Strong educational background in Computer Science. Winner of hackathons, demonstrating commitment to excellence and innovation. Open to remote opportunities.

WORK EXPERIENCE

Software Engineer   July 2022 – Present

IDfy, Mumbai, Maharashtra

- Designed a cutting-edge Archival Service to alleviate Database load and enhance GET Calls speed by 60%, significantly boosting system efficiency and ensuring seamless user experience.
- Engineered a real-time chat feature within the Video PD Journey platform, enabling educators to engage with each other instantly; boosted user engagement by 15% and increased completion rates by 10%.
- Conceptualized and executed Video PD, E-Sign, and Customer Point Verification Journey features, driving a 12% revenue increase and acquiring key clients PhonePe and Godrej, surpassing team revenue goals.
- Revamped operator dashboard usability with a new REST API endpoint, leading to a 30% increase in user engagement metrics and a 20% reduction in average task completion time for operators.
- Updated documentation, service level diagrams, and READMEs for product services, leading to a streamlined architecture and fewer SLA support tickets for the support team.
- Led the implementation of real-time alerts and monitoring systems in the Command Center, resulting in a 30% decrease in response time to critical events and a 20% increase in overall system reliability.
- Created Clickhouse Dashboards using Apache Beam, enabling the team to visualize and analyze data more effectively, resulting in increased productivity and efficiency.

Software Engineer Intern   Jan 2022 – July 2022

IDfy, Mumbai, Maharashtra

- Led the execution of intricate instrumentation strategies and formulated personalized dashboards, furnishing the data analysis team with invaluable insights that underpinned strategic decision-making, leading to a 40% enhancement in customer acquisition and retention rates.
- Designed and activated a sophisticated auto-restart functionality for RabbitMQ processes, driving a remarkable 35% surge in system uptime and a substantial 22% improvement in performance metrics for critical operational systems.
- Implemented a new conditionality and fallback mechanism for customer-agent assignment logic, improving the accuracy and

CONTACT

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SKILLS

Languages:
- Python
- Java
- JavaScript
- Elixir
- Dart
- Golang
- Rust
- Solidity

Tools and Frameworks:
- Flutter
- React
- Node.js
- Phoenix
- Redis
- RabbitMQ
- Git
- Kubernetes
- Docker

Database and Cloud:
- Google Cloud Platform
- Firebase
- PostgreSQL
- MongoDB

OTHER

- Won Smart India Hackathon, 2020
- Won Wall Street Business Challenge, ATMOS 2019
- Won NPL by NIIT University, 2019
- Finalist of Young scientist India by SpaceKidz, 2016

efficiency of the customer support process and resulting in higher customer satisfaction rates.
- Optimized code for multiple webhooks and API endpoints, reducing load times and improving overall system efficiency, resulting in significant cost savings for the company.

PROJECTS

BERSH Official Mobile App
- Built the official mobile application for BERSH, an interior design studio, using Flutter for UI and business logic and Firebase for the database and storage.
- Created a custom user model-based interface for BERSH's clients and employees, providing a vision to view project status, submit feedback, and access project-related files easily.

NURUNS: Fitness Club Management Website
- Developed a User-Centric platform for publishing blog articles, fitness challenges, and course videos using React for the frontend and Node.js for the backend.
- Implemented web service APIs to facilitate seamless reading and writing of content by users.

EDUCATION

Bachelor of Technology   2018 - 2022
NIIT University
Major in Computer Science