

# Utsav Singh

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## Education

### Technocrats Institute of Technology

Bachelor of Technology in Computer Science and Engineering; GPA: 3.66 (8.27/10.0)

Bhopal, India

Aug. 2018 – Jul. 2022

### Ramshree India International School

Senior School Certificate in Mathematics and Science; GPA: 3.0 (71.6/100)

Gwalior, India

Apr. 2017 – May. 2018

### Ramshree India International School

Secondary School Certificate in Mathematics and Science; GPA: 3.6 (8.2/10.0)

Gwalior, India

Apr. 2013 – May. 2015

## Experience

### Yellow.ai

Product Support Engineer Intern

Jun. 2023 - Present

Bangalore, India

- Analyzed and resolved an average of 110+ client issues per month, including 40% critical issues and 60% medium issues, all within the SLA.
- Worked on the creation and modification of databases, integration of APIs, making changes in Bot flow, making changes in Bot codebase, and handling bot localization, resulting in a more efficient and streamlined system.
- Effectively communicated with clients to gather new requirements and documented them for the R&D team to implement, resulting in an average of 20% increase in customer satisfaction scores.
- Utilized Bot Node.js app logs to debug the bot, identify and troubleshoot issues in the current deployment and implementing fixes that resulted in a significant decrease in customer escalations.

### Wipro

Full Stack Developer Trainee

Apr. 2022 - Jun. 2022

Bangalore, India

- Collaborated with team to develop a full stack application with HTML, CSS, JavaScript, React.js and Express.js to process records within 3 weeks, increasing user satisfaction by 30%.
- Worked with version control systems like Git, ensuring proper branching and merging for effective collaboration within the development team.
- Optimized website performance through code refactoring and restructuring resulting in a 20% reduction in page loading time and an increase of 25% customer engagement rate.

## Projects

### Image Spiral App | CSS, Javascript, RESTful API [\(live link\)](#)

Mar. 2023

- Built a web application with infinite scroll capabilities that enabled users to view high-resolution images in a single web page.
- Integrated back end systems to automate image fetching curation processes & reduce manual work by 5%.
- Deployed GitHub repository to ensure teams had access to codebase, resulting in development on time.

### Quote Finder | HTML, CSS, Javascript [\(live link\)](#)

Feb. 2023

- Developed an HTML/CSS/Javascript-based tool to enable users to quickly access quotes from authors, increasing user engagement.
- Integrated web analytics and tracking scripts into the website architecture, resulting in a 45% increase in new visitors.
- Published the application on GitHub, providing online accessibility for users.

## Technical Skills

**Languages:** HTML, CSS, JavaScript, SQL

**Frameworks:** React.js, Node.js, RESTful APIs

**Developer Tools:** VS Code, GitHub, Postman, Salesforce, Jira

**Interpersonal Skills:** Leadership, Agile management, Emotional Intelligence, Effective communication

## Relevant Coursework

- |                        |                       |                          |                        |
|------------------------|-----------------------|--------------------------|------------------------|
| • Data Structures      | • Algorithms Analysis | • Object Oriented Design | • Computer Networks    |
| • Software Methodology | • Database Management | • Operating Systems      | • Software Development |