Utsav Singh

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Education

Technocrats Institute of Technology — Bhopal, India
Bachelor of Technology in Computer Science and Engineering; GPA: 3.66 (8.27/10.0) — Aug. 2018 – Jul. 2022

Ramshree India International School — Gwalior, India
Senior School Certificate in Mathematics and Science; GPA: 3.0 (71.6/100) — Apr. 2017 – May. 2018

Ramshree India International School — Gwalior, India
Secondary School Certificate in Mathematics and Science; GPA: 3.6 (8.2/10.0) — Apr. 2013 – May. 2015

Experience

Yellow.ai — Jun. 2023 - Present
Product Support Engineer — 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.
- Contributed to the development of Dynamic AI Conversational Bots by creating and modifying databases, integrating APIs, updating Bot functions, flow, and codebase. Also, managed bot localization, resulting in a more efficient and streamlined system.
- 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.
- Effectively communicated with clients to gather new requirements and documented them for the R&D team to implement, resulting in an average of 30% increase in customer satisfaction scores.
- Managed bot deployments on production servers, ensuring smooth deployment processes and minimizing downtime.

Wipro — Apr. 2022 - Jun. 2022
Full Stack Developer Trainee — Bangalore, India

- Collaborated with team to develop a full stack application with HTML, CSS, JavaScript 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: Node.js, RESTful APIs
Developer Tools: VS Code, GitHub, Postman, Salesforce
Interpersonal Skills: Leadership, Agile management, Emotional Intelligence, Effective communication

Extracurricular

HelpAge India — Jan 2019 - Mar 2019
Student Fundraiser — Gwalior, India

- I raised funds for building old age homes and was awarded by the foundation for the same for distinguished performance among my peers.
- Built quality relationships with senior citizens, made acquaintance with more people around the neighborhood and made them aware of the living conditions of elderly people around the country.