# Vishwa Gosalia

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## Experience

### Helpshift Technologies Pvt Ltd                    *2021-Present*

*Software Engineer 1*                    *July 2021-Jan 2024*
*Software Engineer 2*                    *Jan 2024-Present*

➔ Engage with monitoring tools like Grafana and Kibana, and handle oncall issues.
➔ Actively participate in recruitment efforts, assisting in the evaluation and onboarding of new team members and providing valuable insights and guidance.

### Multi-lingual support

➔ This allowed agents to understand and communicate with users in all languages. 20+ customers adopted the feature within 1 month.
➔ Worked with Yugabyte DB to store translations and Kafka to monitor use for each customer.

### Whatsapp Integration

➔ Integrated the product with WhatsApp so that end users can easily reach out to brands and resolve their queries faster.
➔ This involved a lot of research because an embedded signup flow was used to integrate. So brands can directly integrate without any technical support and this also increases the adoption.
➔ Meta APIs and webhooks were used for real-time conversation updates, as well as Kafka for microservice communication.

### Domain provisioning pipeline

➔ Designed an API from scratch in terms of error handling, authentication, scalability and also reliability.
➔ The API would onboard new clients by creating a domain for them and provide some sample data such as FAQs, bots, automations, quick replies, templates and tags to enhance customer adoption.
➔ Worked with microservice architecture along with Kafka for data communication and Mongo DB and Redis.

## Education

B.E. - Information Technology Engineering                    2018-2021
*K. J. Somaiya Institute of Engineering & IT*                    *9.01 CGPA*

Diploma - Computer Engineering                    2015-2018
*Thakur Polytechnic*                    *81.94%*

## Additional Skills

**Languages:** JavaScript, HTML/CSS, Clojure, PHP, Python
**Frameworks:** MongoDB, Postgres, Yugabyte, React JS, Reflux, Laravel, Codeigniter, Pandas, Numpy, Git, Kafka, Redis, Gerrit
**Tools:** Jira, Confluence, BitBucket, Slack, Notion, Bash, ohmyzsh, iTerm2, Grafana, Kibana