

Vishwa Gosalia

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Experience

Helpshift Technologies Pvt Ltd

2021-Present

Software Engineer

- 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