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Date of Birth: August 1996
Address: Bengaluru, India
Languages Known: English, Hindi
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Summary

A highly motivated and performance-driven dynamic professional, with a foundation as a Customer Success Associate, which sparked a passion for customer-facing roles that transitioned to core engineering while maintaining a strong commitment to fulfilling customer needs from a technical standpoint. Thrives on resolving technical challenges, understanding diverse use cases, and delivering effective solutions to complex scenarios. Eager to contribute to an organization that values dedication and strives for excellence in delivering timely solutions.

Education

2021: MCA, CHRIST (Deemed to be University), Bangalore, IN
2017: BCA, Vinoba Bhave University, Hazaribagh, IN
2014: XII, GGPS, Dhanbad, IN (CBSE)
2012: X, KGSS, Jharia, IN (CBSE)

Technical Skills

C, C++, Java, JavaScript, Angular, Spring Boot (MicroServices, JPA), PostgreSQL, MySQL, Firebase, Camunda (BPMN), Python – Flask, Linux (Ubuntu / Kali), Git / Azure DevOps, Docker / Container, Web Debugging, Digital Adoption Platform(DAP), Salesforce / Dynamics 365, CargoWise (XUE/XUS)

Experience

Integration Engineer — **Locus.sh (Mara Labs Pvt Ltd)** — **Nov'23-Present**

- Manage integration and solution delivery for logistics and supply chain clients, focusing on fleet management, Freight Forwarding shipments, Air Cargo, and actionable insights.
- Lead API troubleshooting, debugging, and collaborate with development teams to address client requirements.
- Act as the primary point of contact for 6-8 clients, overseeing all technical discussions post-sales, from onboarding to go-live deployment.
- Collaborate with internal teams and external stakeholders to design and implement high-quality, cost-effective solutions.
- Engaged with clients across North America, EMEA, and APAC regions, effectively communicating and delivering complex technical solutions.
- Implemented and managed authentication protocols, including OAuth, OAuth2, and SAML, in client solutions, facilitating secure integration and communication between systems.

Technical Account Manager — [Locus.sh (Mara Labs Pvt Ltd)](#) — Sep'23-Nov'23

- Provided tailored identity and security solutions, collaborating closely with account managers to support customer onboarding.
- Supported customers in EMEA, APAC, and North America, assisting with technical consulting and onboarding processes.

Solution Engineer — [Whatfix](#) — Jan'23-Aug'23

- Provided real-time support to resolve technical issues and collaborated with clients like Mark and Spencer, FrieslandCampina, and Akzo Nobel.
- Added required functionalities using JavaScript and supported large-scale deployments for clients.

Software Engineer — [Simplicontract Technologies Pvt. Ltd.](#) — Sep'21-Dec'22

- Developed back-end APIs using Java Spring Boot and implemented various services and components using Angular.
- Automated integration processes using Camunda BPMN workflow and Python-based automation.
- Reduced script writing efforts by 50% through Python-based automated integration services.
- Created bots to automate the testing procedure in contract management workflow.

Customer Success Associate — [Simplicontract Technologies Pvt. Ltd.](#) — Jun'21-Aug'21

- Created custom reports and dashboards to visualize data in Redash.
- Successfully implemented ZOHO CRM and generated client-specific reports.
- Developed a procedure for automating customer team auto-replies and other duties.
- Worked with CRM ZOHO and directly engaged with clients from onboarding onwards.
- Employed PostgreSQL scripts to ensure proper system integration for the front-end.

Web Developer — [Broodle](#) — Nov'20-May'21

- Built an HRMS portal from scratch using Angular and implemented over 50+ REST APIs using Flask Python.

Additional Information

- Skilled in Python, Flask, Java Spring Boot, Microservices, Angular.
- Strong experience with PostgreSQL, MySQL, Firebase, Camunda (BPMN).