

VEDANT DUBEY

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WORK EXPERIENCE

Application Software Engineer - eGain Corporation

March 2022 - current

- **Front-End Development:** Designed and implemented dynamic, user-friendly interfaces using React and MUI, ensuring high usability standards and delivering seamless user experiences.
- **Back-End Development:** Integrated eGain REST APIs to enable seamless data retrieval, user authentication, and responsive real-time system interactions through intuitive popup notifications.
- **Cloud-Based Solutions:** Architected and deployed scalable and secure cloud solutions leveraging AWS services such as Lambda, CloudWatch, API Gateway, S3, DynamoDB, Secrets Manager, and Systems Manager.
- **AI-Enhanced Productivity:** Leveraged AI tools like GitHub Copilot, ChatGPT, and Code Whisperer to accelerate development, optimize workflows, and enhance overall project efficiency.
- **Requirements Analysis:** Conducted thorough analysis of user requirements and developed tailored software solutions, including technical specifications to guide development.
- **Cross-Functional Leadership:** Spearheaded projects that improved customer communication and satisfaction by streamlining workflows and enhancing operational efficiency.
- **Scalable Architectures:** Demonstrated expertise in building scalable architectures to support long-term project goals while aligning technical solutions with business objectives.
- **Performance Optimization:** Continuously monitored and refined applications to enhance reliability and user experience while adhering to industry best practices.

Major Projects:

- **POA Revocation for IRS:** Developed an eGain-based solution to restrict Power of Attorney (POA) access to specific cases and activities following the revocation of the POA-taxpayer relationship.
 - **Cosmote Email Processing (R21 Update):** Enhanced email workflows in eGain by replacing custom Java rules with synchronous application calls. Introduced additional rules and optimized workflow nodes using JDBC links.
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EDUCATION

Bachelor of Technology in Computer Science And Engineering

July 2017 - August 2021

- Kurukshetra University
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TECHNICAL SKILLS

- **Programming Languages:** JavaScript (ES6/ES7), HTML5, CSS3
- **Frameworks & Libraries:** React.js, Node.js, Bootstrap, Sass, Less
- **Testing Tools:** Jest, YAML Files
- **Cloud Platforms:** AWS Cloud
- **Version Control:** Git, SVN (Tortoise SVN)
- **Build Tools:** Webpack
- **Project Management:** JIRA
- **Localization:** L10n
- **CI/CD Pipelines:** Proficient in CI/CD workflows



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