Harsh Gupta
Chatbot development/Project Manager

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Bengaluru, Karnataka, India

Experienced project manager with a background in software development, skilled in planning, executing, and overseeing projects, particularly in chatbot and API integration. Proven ability to balance project management and technical expertise, with a track record of delivering innovative solutions and improvements. Adept at coordinating teams, managing deadlines, and ensuring quality across development and testing phases.

EDUCATION

MBA in Information Technology
Shoolini University
03/2025 - Present

Salesforce Training Course
Capital Info Solutions
04/2025 - Present

B.Tech in Computer Science and Engineering
Dr. A.P.J. Abdul Kalam Technical University
07/2018 - 05/2022

WORK EXPERIENCE

FREELANCER
Personal projects
08/2024 - Present
Achievements/Tasks

- Managed multiple freelance projects from ideation to deployment, specializing in web development, automation, and data analysis for diverse clients.
- Ensured clear communication and effective project planning, coordinating tasks, timelines, and resources.
- Developed and implemented Python-based automation applications, balancing development with project management responsibilities.

Software Developer / Project Coordinator
KeyPoint Technologies
07/2022 - 12/2023
Achievements/Tasks

- Led the project management of Cerina Studio Chatbot Platform, handling timeline planning, task allocation, and milestone tracking.
- Coordinated backend and integration development in C/C++ and Python, with involvement in front-end components for Cerina Studio and company websites.
- Collaborated with cross-functional teams to optimize project workflows and enhance communication for timely delivery of features.

SKILLS

Python | C/C++ | Error Handling | HTML | CSS
Unit Testing | Debugging | CI/CD Pipelines
Manual Testing | Agile Methodologies
Sprint Planning | Resource Allocation
Task Management | Figma

PROJECTS

Xploree AI Keyboard
- Communicating with clients regarding branding their websites or applications and running ad campaigns on Xploree as per their requirement.
- Communicating with our internal team members once the campaign is onboarded and coordinating with clients to execute the campaign process as per their requirements.
- Providing updates on campaign performance reports.

Cerina Studio Chatbot Platform
- Led development sprints focused on debugging and feature enhancement, including search and export functionalities.
- Oversaw quality assurance testing phases, facilitating issue tracking, and implementing best practices for error handling.
- Managed documentation for project handover and user guide, ensuring project continuity and ease of maintenance.

Haptik.ai Chatbot (Sterling Holidays)
- Directed project execution for holiday booking chatbot, coordinating API integrations and Python scripts to enhance user experience.
- Implemented testing protocols and end-to-end quality checks for seamless WhatsApp integration.

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

INTERESTS

Riding | Listening Music | Travelling