

JATIN KANSAL

B.Tech Computer Science and Engineering

jatinkansal765@gmail.com | +91 7206752751 | Noida, India

GeeksforGeeks | LeetCode | LinkedIn | GitHub

EDUCATION

Jaypee Institute Of Information Technology

Bachelors Computer Science and Engineering

CGPA: 8.6

Noida, India

July 2019 - Feb 2023

EXPERIENCE

Oriserve | Software Engineer

Noida, India | Aug 2023 - Present

- Building scalable AI-driven backend solutions using **JavaScript, Node.js, Express, Bull, Redis, MongoDB, and AWS for Chatbot, Email BOT, and Voice BOT** services.
- **Champion of the Quarter (Q2, 2024)** Recognized for **seamless project execution**, transitioning PoCs to full-scale implementations, and driving **business growth**.
- **Star of the Month (Dec 2024)** Awarded for **exceptional collaboration, timely project delivery, and adaptability in managing complex challenges**.
- **Leading the Email BOT product**, achieving a **60% performance boost** for major clients by automating email query responses and reducing manual effort by **50%** for **Vodafone Idea (VI)**.
- **Developing Generative AI chatbots** for key clients, including **Education First (EF) and IndiaFirst Life (IFL)**, managing EF's operations in over **50 countries** with **multilingual support**, enhancing lead capture, user engagement, and operational efficiency.
- **Developing robust Voice BOT systems**, handling **high daily request volumes** for clients like **Vodafone Idea (VI)**, improving customer retention by **20%** compared to manual agents.
- **Automated daily reporting and real-time error monitoring** by integrating **cron jobs and Slack notifications**, improving **analytics and system reliability** across multiple projects.
- **Optimized dashboards and reporting**, reducing server load through **efficient MongoDB aggregation queries**, improving overall performance. .

Oriserve | Software Engineer Intern

Noida, India | Feb 2023 - Aug 2023

- Developed **fully functional chatbots** with **Node.js** and **MongoDB**, collaborating with product owners to enhance performance through optimized business use cases.
- Integrated **Alexa end-to-end**, expanding bot capabilities to a new platform.

Nagarro | Summer Intern

Noida, India | Jun 2022 - Aug 2022

- Utilized **HTML, CSS, JavaScript, Node.js**, and **REST APIs** to develop **full-stack projects** with **user authentication and authorization** features.

SKILLS

Programming Languages: C/C++, HTML/CSS, JavaScript, TypeScript
Libraries/Frameworks: jQuery, Bootstrap, React.js, Node.js, Express.js, GraphQL
Tools / Platforms: Git/Github, VScode, BitBucket, AWS, REST API
Databases: MongoDB, Redis, PostgreSQL, MySQL

PROJECTS / OPEN-SOURCE

TaskHub | Link

React, Node.js, Express, MongoDB

- Developed a **task management app** with **task creation, updation and deletion** functionalities.
- Integrated **secure signup and sign-in** to ensure data security.

Shop Zoo | Link

React, Node.js, Express, MongoDB

- Developed a **fully functional e-commerce platform** for a seamless shopping experience.
- Implemented **product search, user reviews**, and an **Admin Dashboard** for enhanced functionality.

HONORS & AWARDS

- **Champion of the Quarter (Q2, 2024), Star of the Month (Dec 2024)** awarded by Oriserve.
- Secured **10.0 CGPA in Class X** and **93% marks in Class XII**.