Dilip Kumar Kamti

Software Developer

Software Developer with over 3 years of experience at NovelVox, skilled in optimizing software and delivering innovative solutions. Passionate about learning and driving growth through continuous development.

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WORK EXPERIENCE

Software Developer
NovelVox Software India Pvt Limited

02/2022 - Present   *Faridabad, India*
Contact Center Solution

Agent Desktop & CX infinity product

- **Interaction Parking :** Developed interaction parking functionality using Java concepts such as multithreading (Callable), CriteriaBuilder for dynamic queries, RestTemplate for API calls, and Java collections framework for data management.
- **Business Calendar Feature :** Implemented calendar functionality to manage holidays and events using REST APIs, JPA, and Redis for caching.Optimized performance by fetching holiday data from Redis and, if unavailable, querying the database and storing the result in Redis.Automated email notifications to customers for agent out-of-office scenarios during holidays.
- **Automated Transcript Sending :** Designed and triggered email delivery to customers on interaction resolution using Java Mail API, ensuring seamless communication.
- **Retry and Delete Functionality for Interaction Messages :** Implemented functionality in Node.js for handling failed messages in chat interactions (WhatsApp, Facebook, Microsoft Teams, Instagram).Enhanced error visibility by pushing modified error messages to the agent's UI via WebSocket for real-time updates.
- **Led POC for Third-Party API Integrations :** Successfully integrated WhatsApp API with admin configuration using Spring Boot.Validated and registered webhook events for WhatsApp interactions through REST calls, processing chat events efficiently using Node.js.
- **Product Bug Fixes** : Identified and resolved bugs, ensuring optimal performance and user satisfaction.
- **Migration from Java 8 to Java 17 and Spring Upgrades:**Upgraded legacy code to Java 17, leveraging Record classes, var keyword, and new String methods for cleaner and more readable code. Migrated from WebSecurityConfigurerAdapter to SecurityFilterChain for Spring Security and replaced javax.persistence with jakarta.persistence for compliance with modern standards.
- **Bot Integrations**:Took initiative to develop chatbots using Google Dialogflow (CX & ES) and Rasa.
- **Vulnerability** : Implemented vulnerability patches across Java and Node.js modules.
- Explored Docker and Jenkins for on-premise deployments of company products.

EDUCATION

Bachelor of Technology
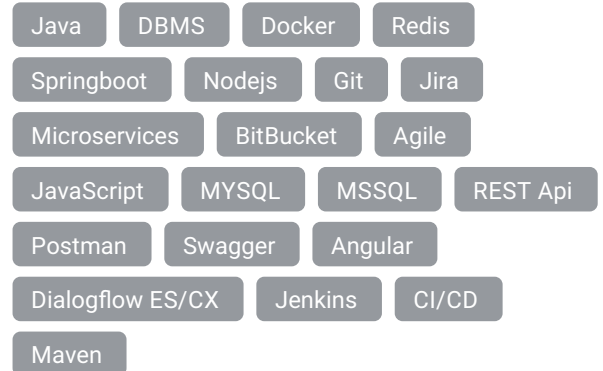### Swami Vivekananda Institute of Science & Technology

08/2018 - 08/2022   *8.0 cgpa*
Courses

- Electronic And Communication Engineering

SKILLS

Java · DBMS · Docker · Redis · Springboot · Nodejs · Git · Jira · Microservices · BitBucket · Agile · JavaScript · MYSQL · MSSQL · REST Api · Postman · Swagger · Angular · Dialogflow ES/CX · Jenkins · CI/CD · Maven

PERSONAL PROJECTS

Assignment Portal (09/2020 - 01/2021)

- An simple assignment portal using Java Servlet and MySql for teacher and student to share the assignment related things .

Responsive Website (06/2021 - 06/2021)

- A online food ordering website using basic HTML5 and CSS which is also responsive for all devices.

Library Management System (01/2022 - 01/2022)

- Automatically created a default admin and preloaded 40 books into the database upon application load.
- Implemented admin functionalities: user creation, book management (add/update), and handling book borrow requests (accept/reject).
- Designed user functionalities: browsing available books, applying for book borrow requests, and managing book returns.
- Ensured seamless interaction between front-end (Thymeleaf) and back-end (Spring Boot) for optimal user and admin experience.

ACHIEVEMENTS

Pat On The Back (04/2022 - 07/2022)

As an intern, I developed the agent desktop project for FirstLight Federal Credit Union.

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Bengali
Professional Working Proficiency

INTERESTS

Cricket · Travel · Movies