ABHISHEK THAKUR

Associate Web Developer

📞 +919589343808 @ tabhisheks351@gmail.com 🔗 https://www.linkedin.com/in/abhishek-thakur-07627a138/

📍 Bengaluru,India

SUMMARY

A skilled and motivated front end Developer with experience in React, JavaScript, and SQL. Committed to delivering high-quality results and working collaboratively in a friendly and dynamic environment.

EXPERIENCE

Associate Web Developer

Kapture CRM

📅 12/2022 - Present   📍 Bangalore, India

- **Chatbot Development (Special Project)**
  Developed a **chatbot** and live chat integration platform, improving customer engagement and support for **1M+ users.**
- Successfully Integrated chatbot/Live Chat for 50+ clients such as **Zepto, Bigbasket**, resulting in a **50%** increase in customer engagement and a **30%** reduction in response time.
- Increasing engagement by **40%,** expanding client base by **50%**, and reducing agent workload by **40%** through automation and enhanced **AI conversational** interactions.
- **Agent Assistant & Automation & Kapture Support Portals.**
- Collaborated with the team to enhance agent efficiency by 20%, refining task management systems and developing customizable templates for streamlined customer query resolution.
- Engineered the innovative smart widget that automated agent task management, leading to a 40% decrease in response time and a 25% increase in customer satisfaction scores with the help of features like Smart FAQs, and ticket automation portals.

Software Engineer

Kit19.com

📅 01/2019 - 11/2022   📍 New Delhi, India

- Developed new features and enhancements for the web application using HTML5, CSS3, and JavaScript.
- Experience with responsive and adaptive design of email templates.
- Optimized database queries resulting in a 20% reduction in downtime.
- Understanding of key design principles.
- Collaborated with cross-functional teams to ensure timely delivery of project milestones.

Technology Analyst

I-gate Bhilai,CG

📅 02/2020 - 01/2021   📍 Bhilai,CG

- Developed new features and enhancements for web applications using Javascipt,HTML, CSS.
- Determining the structure and design of web pages.
- Collaborated with clients to gather requirements and provide technical solutions resulting in a 100% satisfaction rate.

EDUCATION

Bachelor of Science in Computer Science Engineering

Alliance University

📅 01/2015 - 01/2019   📍 Bangalore, India

SKILLS

HTML5   CSS3   Javascript   SQL

React.js   Redux   Virtual DOM

Element and fragments   Node.js

Hook's and Props   php   REST API's

KEY ACHIEVEMENTS

⚙️ **Working with a cross-functional teams.**
Successfully own a module for team of developers, designers, and product managers to deliver a complex web application on time and within budget.

📋 **Biology for Engineers and other Non-Biologists"**
NPTEL-IIT MADRAS

🏅 **NPTEL-Developing Soft Skills and Personality-IIT Kanpur**
NPTEL-IIT KANPUR

STRENGTHS

🔗 **Team Player**
Thriving in teamwork, delivering excellence together

💬 **Communication**
Connecting with clarity, bridging gaps through communication.

👑 **Problem solving**
Solution-driven mindset, turning obstacles into stepping stones.

∞ **Leadership**
Inspiring leadership, guiding teams towards greatness.

LANGUAGES

English
Native
●●●●●

Hindi
Native
●●●●●