ABHISHEK THAKUR
Associate Web Developer

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📍 Bengaluru,India

SUMMARY

A skilled and motivated front end Developer with experience in React.js, 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, including **Zepto** and **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, and Kapture's Support Portals.**
- Enhanced agent efficiency by 20% through improved task management systems and customizable templates for faster customer query resolution.
- Developed the innovative smart widget that automated agent task management.

Software Engineer
Kit19.com

📅 12/2021 - 11/2022   📍 New Delhi, India

- Engineered and implemented feature upgrades for the web application utilizing HTML5, CSS3, JavaScript, and ReactJS.
- Skilled in creating responsive and adaptive email templates to ensure seamless user experience across devices.
- Enhanced database performance by optimizing queries, leading to a 20% decrease in downtime.
- Strong grasp of core design principles to drive effective, user-centered design.
- Worked closely with cross-functional teams to achieve on-time delivery of key project milestones.

Technology Analyst
I-gate Bhilai,CG

📅 02/2020 - 11/2021   📍 Bhilai,CG

- Developed new features and enhancements for web applications using JavaScript, HTML, and CSS.
- Determined 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

📅 08/2015 - 08/2019   📍 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 cross-functional teams.**
Successfully led a module for a cross-functional team of developers, designers, and product managers, ensuring the timely and budget-friendly delivery of a complex web application.

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

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

STRENGTHS

Team Player
Excels in collaborative environments, driving team success.

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   ●●●●●