Vikrant Singh

Software Architect, passionate about solving real-world challenges. Actively seeking opportunities to apply my 10+ years of expertise in software development and architecture to drive innovation and success within forward-thinking organizations.

Shastri Nagar, Ghaziabad 201002
+91 - 8586987859
vikrant.singh1989@gmail.com

EXPERIENCE

3CLogic, Noida— *Software Architect*

DEC 2018 - PRESENT

- Engineered a 3C Logic CTI solution, enabling contact center agents to handle multiple concurrent calls.
- Integrated 3C Logic CTI with top CRM systems like ServiceNow, streamlining operations and boosting customer service.
- Spearheaded the development of a No-Code/Low-Code platform, accelerating application creation and customization.
- Led cross-functional team collaborations, ensuring alignment with project timelines and objectives.
- Provided technical expertise in managing changing requirements and maintaining effective stakeholder communication.
- Mentored junior team members, fostering a culture of continuous learning and improvement in software development practices.

Sapieosoft India Pvt. Ltd, Noida — *Sr. Software Engg*

JUNE 2014 - DEC 2018

- Development of highly scalable business applications involving complex business flow.
- Development of RESTFul APIs with technologies like Java Spring Boot.
- Development of Front end with AngularJS, HTML, CSS, Javascript
- Coordinating with the Process Owners for the Development of Business Processes.
- processes.Assisted in the design and architecture of projects.
- Handling of a team of full-stack developers with expertise in Java, OOJS, jQuery, and OpenText ECM.

PROJECTS

3C Logic CTI (Computer Telephony Integration) — *Sept 2022-Present*

SKILLS

Programming Languages

JavaScript, Java, SQL

Cloud Technologies

AWS Lambda, S3, API Gateway, EC2 ,CloudWatch, Aurora Serverless, etc

Databases

MySQL, PostgreSQL, DynamoDB, Redis.

Frameworks

Angular, React, Ant Design, NodeJS

ExpressJS, Sequelize ORM, TSED.io, XState, Microservices Architecture

Web Technologies

HTML, CSS, REST, JSON, WebSockets, and Ajax

Version Control

Git, SVN

Tools

ESLint, Npm,Chai, Mocha,ViTest, Apache Kafka, Kubernetes, Docker

CMS/CRM

ServiceNow, OpenText ECM, October Cms

- Enhanced a microservice-based architecture for 3C Logic CTI, enabling seamless customer interactions through a web-based softphone interface.
- Integrated telephony with CRM platforms, improving operational efficiency and customer service via channels like phone and WhatsApp.
- Designed scalable system components, developed finite state machines for interaction management, and implemented WebSocket frameworks for real-time UI updates.
- Collaborated with cross-functional teams to ensure project timelines were met, and provided technical support to unblock team members during implementation.

LANGUAGES

Hindi, English

EDUCATION

Sri Sai Institute of Engineering and Technology, Pathankot

— B.Tech Computer Science Engineering

JUNE 2007 - MARCH 2011

ServiceNow Virtual Agent Integration with 3CLogic Voice — *July 2022 - Dec 2022*

- Developed native digital channels for ServiceNow, including virtual agents and live chat, synchronized with voice and SMS flows.
- Integrated 3CLogic's voice capabilities, transforming the chat-based virtual assistant into a voice-based agent.
- Designed system architecture using Node.js and WebSockets, managed complex state transitions with XState, and optimized the platform for high scalability and low latency.
- Provided technical guidance and identified opportunities for further system enhancements.

Contact Center Manager — *March 2020-June 2022*

- Led the development of a modern Contact Center Manager application, replacing a legacy system on a No/Low-Code platform.
- Designed and architected key components like Conversation Management, Queueing, IVR, and Role/ACL to enhance the contact center's operational efficiency.
- Mentored junior developers and ensured seamless integration within the larger ecosystem.
- Participated in design discussions to architect a robust and scalable solution, ensuring alignment with project goals and requirements.

Slate(No/Low code platform) and Flow Designer — *Dec 2018-Sept 2021*

- Contributed to the development of Slate, a powerful No/Low-Code platform, by creating essential modules like Storage, Tables, Forms, and APIs, ensuring a robust and scalable foundation.
- Developed a visual code designer for IVR within Slate, using JavaScript and AWS Lambda, allowing for easy flow creation and deployment with a browser-based editor.
- Simplified the development process by providing pre-configured nodes with platform variables, enhancing usability and efficiency.
- Engaged in design and architecture discussions to ensure the platform's scalability and performance.
- Collaborated in sprint planning and provided technical support to resolve challenges, ensuring project milestones