



Mukul Tilak

Web Developer

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Profile Summary

- 4+ years of experience in developing highly interactive Web Applications using – Angular (2 and above), ASP.NET Web API & SQL Server
- Strong experience in Angular and popular Angular libraries like PrimeNg, Angular HighChart, MomentJS, etc.
- Strong knowledge of TypeScript/JavaScript and browser debugging tools
- Reasonable experience & understanding in consuming & creating REST API (with UI) using NodeJS, .NET Web API for partial page updates
- Reasonable understanding of ReactJS (with TypeScript); writing modular, scalable & configurable applications
- Reasonable experience in analyzing system requirements, including identifying modules' interactions, identifying best possible, modular and scalable approach

Work Experience

eGain Communications – Pune, India (July 2020 - Present)

Web Developer – Full ownership of UI implementation for product automation tool using ReactJS; actively contribution in tool's technical and UI design. Responsible for product template customization as per client requirement. Involved in product feature POC by leveraging existing product APIs to implement new features.

Persistent Systems – Pune, India (March 2019 – June 2020)

Senior UI Developer – Full ownership of module implementation using Angular. Designing & implementing solution approaches adhering to business requirements, proposed UI designs and Angular best practices. POC for required tools/libraries & feature implementation.

Eternus Solutions – Pune, India (October 2018 - March 2019)

Senior System Executive – Working on .Net MVC5, SQL Server, AWS (RDS, EC2, S3), responsible for implementation & delivery of features for public facing cart-based web application. Integrations on Azure Data Factory & POCs on AWS Elastic Beanstalk. Mentoring & training interns on Angular (v2+).

Education

B. E. in Computer Engineering (August 2013 - June 2016)

Pune University

Diploma in Computer Engineering (August 2010 – May 2013)

Directorate of Technical Education

Skills

Angular (v6)/TypeScript
ReactJS/TypeScript
Redux-Thunk
HighChart
PrimeNg Components
JavaScript/TypeScript
ASP.NET WebAPI
HTML
CSS

Tools

Visual Studio (2013)
VS Code
Postman
Git (GitHub), TFS, SVN
NPM
Windows PowerShell

Other Skills

SQL
AWS (S3, EC2, RDS)
Azure (Data Factory)

Projects

eGain Product & Automation Tools (July 2020 - Present)

Gartner MQ leader in contact center software.

Role: UI (React) Developer

Team Size: 10+

Project Description: Product is a one stop solution for contact center software providing a nexus for multiple customer communication channel from IVR to IM (Facebook, WhatsApp), knowledge base management, guided help, customer/staff portals and analytics hosted on AWS. The product is used by multiple clients running different versions of the product, each with branding & functional customizations around chat, knowledge templates, portals, etc.

Responsibilities:

- Requirement understanding, dependency analysis & implementation
- Technical & UI design using ReactJS
- POC for implementing new features using existing product APIs
- Proposing and implementing feature designs
- Product UI template & functional customisation as per client requirement

Environment: ReactJS, TypeScript, React Bootstrap, Redux, Thunk, Axios, NodeJS, AWS Lambda, AWS Dynamo DB, SQL Server

Worked Tools/Technologies: ReactJS, TypeScript, React Bootstrap, Redux, Thunk, Axios, NodeJS, NPM, SVN

Customer Experience Management (March 2019 – March 2020)

Client: Swedish industrial company manufacturing industrial tools and equipment

Role: UI (Angular) Developer

Team Size: 30+

Project Description: The solution intends to provide analytics & dashboard of sales and post-sales feedback data. Sales and Marketing Leaders can leverage this, for improving operational efficiency and increasing the sales.

It is a rich single page application (SPA), extensively using HighChart, Angular(v6) & RxJS. It represents the processed and analyzed data in form of various charts, grids, dashboards and wizards.

The application has multiple wizard-based configuration tool, allowing users to configure and create custom feedback forms, widgets & charts to display specific information and as per needs and restricts contents & data access based on user roles.

Responsibilities:

- Requirement understanding, dependency analysis & implementation
- Technical design using Angular
- POC of features & evaluation of libraries
- Component communication framework implementation
- Proposing and implementing feature implementation adhering to Angular best practices
- Customer communication & team support

Environment: HighChart, PrimeNg, Angular(v6), Dot Net Core 2 Web API, Azure Service Fabric, Azure Blob Storage, SQL Server

Worked Tools/Technologies: HighChart, PrimeNg (Components), Angular(v6), .Net Core 2 Web API, Azure Blob Storage API, VS Code, Visual Studio 2017, Team Foundation Server (TFS), NPM

Awards:

Client award & appreciation for “the attitude, solution & implementation approach and final goal accomplishment”.

ZipCodeDownload - Cart Application (July 2017 – March 2019)

Client: Reputed Utah (USA) based (re)seller of postal code data for USA, Canada and Mexico since 2002.

Role: Full Stack Developer

Team Size: 1

Project Description:

Postal/ZIP code data is received from the postal authorities on a monthly basis to be processed and released to clients using a Shopping Cart portal. Customers make purchases & payments for - one-time use, quarterly or yearly subscriptions. Data is provided in flat files & REST API endpoints. Autorenewal-jobs are run every month for customers’ subscription payments. Application uses Authorize.Net as payment provider for card-based payments; PO are also handled offline separately. Application also has administrator portal for CRM, access control & reporting purposes.

Responsibilities:

- Interacting with client and getting requirements, providing updates on daily activities
- Requirement understanding, dependency analysis & implementation; POC for features & services integration
- Developed REST API endpoints for client’s data delivery, related billing & subscription auto-renewal, its integration with existing system & billing
- Major application redesign with 15000+ active monthly users
- Web application maintenance, deployment and (AWS) infrastructure upkeep
- Occasional modifications, updates in data process workflow and related SSIS packages and queries
- Responding client’s customers’ technical and functional queries and ticket resolution and providing email support if required
- SEO implementation

Environment: AWS EC2, AWS RDS (SQL Server), AWS S3, Cloudflare, Authorize.Net

Worked on tools/technologies: .NET MVC3, .NET MVC3, .NET MVC5, SQL Server, SSIS, Bootstrap, jQuery, [NopCommerce](#) (v2.x & v3.1) (ASP.NET MVC)

Awards:

Hot-Stepper Quarterly Award - For commitment to project and migrating data processing infrastructure implemented on legacy software used for file parsing, changes in SSIS packages, and migration of live databases with legacy postal code transactional data from Windows Server 2008 to Windows Server 2016. Migration updates improves data processing efficiency by 40%.

Linkup - ERP Application (July 2016 – June 2017)

Client: Indian client with ERP product & solutions provider working on Microsoft platforms.

Role: UI (Angular) Developer

Team Size: 12

Project Description: Client's legacy multitenant ERP product to be re-written using Microsoft SharePoint, Active Directory for SSO and Exchange Server with Angular(v2) and Ionic(v2). Application lets organizations setup, customize, automate workflows, store & analyze documents, sales records, revenue records, process payments.

Responsibilities:

- Interacting with client and getting requirements clarified, and understanding the flow & functionality of the existing system
- Identifying challenges in the implementation and presenting possible work-around
- Develop UI features' (internal) library for reuse
- Implement application feature modules considering scalability, modularity and access control

Worked on tools/technologies: Angular 2, Ionic2, RxJS, Redux Angular, Lodash, MomentJS, ChartsJS