

# MANINDER SINGH JABBAL

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## PROFILE

Experienced Python Developer with a strong background in Salesforce integration and AWS cloud services. Skilled in developing custom solutions using Python, Django, and related technologies. Proficient in designing and implementing REST APIs and integrating third-party APIs. Demonstrated expertise in creating scalable systems, improving efficiency, and delivering seamless user experiences. Adept at collaborating with cross-functional teams to drive successful project outcomes.

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## WORK EXPERIENCE

### TECHNICAL SPECIALIST [ Python | AWS S3 | DynamoDB ]

WARPDRIVE TECHWORKS

Oct '22 – Feb'23

Bengaluru, India

1. Developed the Sales Cloud for [www.kapiva.in](http://www.kapiva.in) as a part of their Phase 1 migration to Salesforce.
2. Responsibilities: Lead Duplication logic, custom LWC in Order Creation & 3<sup>rd</sup> Party API integrations.
3. Migrated their data from Native Storage [NAS Files] to AWS Cloud Storage [S3 buckets & DynamoDB].
4. Created Apex Triggers & helper classes around the client's existing business workflow.
5. Created custom Lightning Web Components for their Order Placement Process.
6. Integrated BigCommerce & ShipRocket API as a part of the Order Registration process.
7. Impact: Fluid UX in Order Placement. Increased efficiency in Lead Management due to partial automation.
8. Tech Stack: AWS, Python, Salesforce.
9. API Integrations: ShipRocket APIs, BigCommerce APIs.

### SOFTWARE DEVELOPMENT – ASST. MANAGER [ Python | Django | AWS ]

BIGTRUCK.IN

Nov '20 – Oct'22

Bengaluru, India

1. Developed an in-house CRM system used by all departments & franchisee offices for day-to-day operations.
2. Responsibilities: System Design, Updates, Deployments, Scalability, Maintenance.
3. Created a wide range of features involving OTRS, Notifications, Chat, Calling, Dashboards, Analytics, APIs.
4. Created REST API Endpoints using Django Rest Framework for the frontend.
5. Used AWS pipelines to create & automate timely reports for the business.
6. Impact: Increased team's time efficiency by 40%.
7. Tech Stack: Python/Django, Postgres, Redis, Bootstrap5, AWS: EC2, RDS, S3, Route53, AWS Lambda, Glue.
8. API Integrations: GCP Maps, Twilio SMS, VOIP Calling, Live-Location Tracking.

### CUSTOMER SERVICE DELIVERY – TEAM LEAD [ Python | Django ]

HATHWAY CABLE & DATACOM LTD.

Dec'15 – Nov'20

Kolkata, India

1. Developed a Complaint Management System for managing the customer support L1 & L2 Desks.
  2. Responsibilities: System Design, Updates, Scalability, Maintenance.
  3. Created the system imitating the basic functionalities of the existing Oracle based BRM for East Circle.
  4. Tech Stack: Python, Django, Django Ret Framework, PostgreSQL, Bootstrap4. (Deployed on an IIS Server)
  5. Also worked as Team Lead for the Customer Support Team catering East Circle (WB, Sikkim, Odisha) managing in-house & remote teams. Responsibilities included Rostering, Reporting, QA, Training & Process Development.
  6. SPoC to the central Dev. Team for all OBRM & App related support & bug-fixing from East circle of organization.
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## FREELANCE PROJECTS

### Personal Assistant (CHIN-2) [Under Development]

Developing a python based personal assistant that can assist with daily tasks & making it as interactive as possible.

1. **Requirements** included, Creating a personal assistant (currently for a single user & single device).
2. **Efforts:** System Design (High & Low Level), Development, Deployment, Scaling & Maintenance.
3. **Current Stage:** Currently the response is being fetched from a command map & gives static responses.
4. **Features:** Get Weather, Play songs via Spotify, Take Reminders, Make Task-List.
5. **Upcoming:** Implement NLP, Google Search, Read Mode, Multiple-Devices access. (Phase-2)

### [www.pestoppers.in](http://www.pestoppers.in)

Designed & Deployed a static informative website for the small pest-control organisation.

6. **Customer Requirements** included, contact form data collection in excel & redirecting data to mail.
7. **Efforts:** Wireframing. Created vectors using Figma & Adobe Illustrator. Responsive designing.
8. **Impact:** 120% Growth in customer queries.

### [www.mkcl.in](http://www.mkcl.in)

Developed & Deployed a student-profile management system for a multi-location tuition centre, that allowed admin in all offices to keep records of students' profiles, class schedules, student fees records, exam records, etc.

1. **Tech Stack:** Python, Django, sqlite3, Bootstrap4, AWS EC2.
2. **Efforts:** System Design, Development, Deployment, Updates, Maintenance, Scaling.
3. **Impact:** Enhanced centralised monitoring across locations for the project owners allowed increase in efficiency, cleaner book keeping & gradual growth in business.

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## CERTIFICATIONS

Salesforce Platform Developer I

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October, 2022

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## EDUCATION

B.C.A. (Hons.)	–	6.84	–	W.B.U.T	–	2015
Class XII (PCM)	–	78.6%	–	I.S.C	–	2012
Class X (Computers)	–	86.4%	–	I.C.S.E	–	2010

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## OTHER INFORMATION

Marital Status	:	Single
Languages Known	:	ENGLISH, HINDI, PUNJABI, BENGALI
Hobbies	:	Competitive Coding, Learning about new technologies.
Relocation	:	Negotiable.

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## DECLARATION

All the details mentioned above are true and correct to the best of my knowledge and beliefs.

DATED: February, 2023

