

BASANT KUMAR

Driving innovation in fullstack development, AI chatbots, and cloud-based architectures for scalable and high-performance solutions.

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PROFESSIONAL SUMMARY

Senior Full Stack Developer & Tech Lead with ~9 years of experience in MERN stack, AI chatbots, microservices, and scalable architectures. Skilled in Node.js, React.js, MongoDB, MySQL, NextJs, NestJs, Docker, AWS, and enterprise integrations. Passionate about performance optimization, mentoring teams, and exploring new technologies. Seeking remote opportunities to build high-performance applications.

CORE TECHNICAL SKILLS

- **Backend & API Development:** NodeJs, ExpressJs, NestJs, PHP, Python, FastAPI, Kafka, GraphQL, REST APIs
- **Frontend Development:** ReactJs, NextJs, JavaScript, TypeScript, HTML, CSS, Tailwind CSS, Material UI
- **Databases:** MongoDB, MySQL, Redis, Elasticsearch, AWS Opensearch
- **Cloud & DevOps:** AWS (EC2, S3, Lambda, RDS, Bedrock, OpenSearch), Docker, Nginx, GitHub Actions, CI/CD
- **AI & Chatbots:** Generative AI, Dialogflow, Twilio, Bedrock LLM Models, RAG Pipelines, OpenSearch Vector DB
- **Enterprise Integrations:** Salesforce, Workday, Banner, Colleague, LMS (Blackboard, Moodle), ITSM (TeamDynamix, Topdesk, ServiceDesk, Freshservice, Jira), Identity & Authentication (Azure AD, OneLogin, OAuth 2.0, SSO, Native AD)
- **Microservices & Architecture:** Scalable Systems, Performance Optimization
- **Leadership & Collaboration:** Agile & Scrum, Cross-functional Team Leadership, Code Reviews

TECHNICAL & LEADERSHIP SKILLS

- **Fullstack Development Leadership:** Expertise in designing and scaling high-performance web applications with a focus on MERN stack, NextJs, microservices, and AI-driven solutions.
- **Enterprise Integrations & API Development:** Proficient in integrating LMS, ITSM platforms, and developing REST APIs with optimized connection handling.
- **AI Chatbots & Automation:** Skilled in building AI-powered chatbots and voicebots using Dialogflow, Twilio, LLM models, and RAG pipelines, enhancing user engagement and automation.
- **Database & Performance Optimization:** Expertise in MySQL, MongoDB, Redis, and Elasticsearch, focusing on query optimization, caching strategies, and high-traffic system debugging.
- **Frontend Performance & Code Optimization:** Strong knowledge of ReactJs, Nextjs, SSR, lazy loading, dynamic imports, and build optimizations to improve application efficiency.
- **Team Leadership & Mentoring:** Led and managed a team of 6 developers, improving code quality by 30% and reducing bug occurrence by 25%.
- **Authentication & Security:** Skilled in implementing OAuth 2.0, SSO (Cognito, Azure AD), MFA, and secure API authentication to enhance system security.
- **Cloud & DevOps Excellence:** Hands-on experience with AWS (EC2, Lambda, S3), Docker, Nginx, and CI/CD pipelines (GitHub Actions) for deploying scalable applications.

WORK HISTORY

04/2024 to Current **Technical Lead & Senior Fullstack Developer**
BlackBeltHelp <https://www.blackbelthelp.ai>

- Developed AI-driven Chatbots & VoiceBots using Dialogflow, Twilio, Salesforce, Generative AI, LLMs, and RAG Pipelines, enhancing automation and user engagement.
- Designed and optimized scalable Node.js APIs with MongoDB, Redis, and Elasticsearch, improving response times by 40% and ensuring high availability.
- Built enterprise integrations with Salesforce, Banner, LMS, and ITSM platforms, reducing manual data processing by 50%.
- Spearheaded AWS cloud deployments, leveraging EC2, Docker Swarm, Nginx, and GitHub Actions for CI/CD, ensuring seamless releases and system reliability.
- Conducted code reviews, mentoring, and architectural improvements, fostering a scalable and high-performance development environment.
- Led a team of Fullstack developers in an Agile environment, conducting daily stand-ups, sprint planning, and retrospectives to enhance development efficiency.

06/2021 to 04/2024 **Senior Fullstack Developer**

BlackBeltHelp <https://www.blackbelthelp.ai>

- Developed and maintained the OneStop platform, a student helpdesk system, working on both frontend (React.js) and backend (Node.js, MongoDB) while optimizing application load time.
- Designed, developed, deployed, and operated web applications, leading integrations with multiple Ticketing and SIS tools like Salesforce, Banner, TeamDynamix, Colleague, and Topdesk.
- Worked on chatbot backend enhancements, integrating Dialogflow APIs and supporting microservices architecture with Docker, Nginx, Redis, and Elasticsearch.

- Led and trained **new joinees** in fullstack development, while also managing **integration and deployment** for **production and testing environments**.
- Implemented **Multi-Factor Authentication (MFA)** with OTP and contributed to **backend service analysis, design, and optimization** for better performance and scalability.

05/2020 to 05/2021

Senior Software Engineer

Bigstep Technologies <https://bigsteptech.com>

- Developed **Live Streaming, Video Calling, and Live Chat applications** using **WebRTC (Agora SDK)**, ensuring real-time communication and seamless user experience.
- Built and optimized frontend applications using **React.js**, enabling dynamic and responsive UI for real-time interactions.
- Implemented **test cases for React applications** using **Jest and Enzyme**, improving code reliability and maintainability.
- Engineered and fine-tuned scalable APIs using **Node.js, MongoDB, PHP, and MySQL**, ensuring efficient backend performance.
- Mentored and trained **junior developers**, fostering a collaborative and high-performing development environment.

06/2016 to 04/2020

Software Engineer

Bigstep Technologies <https://bigsteptech.com>

- Developed and customized **SocialEngine PHP (CMS) plugins**, handling **client retainership projects** and feature enhancements.
- Worked across **frontend, backend, and database technologies**, including **HTML, CSS, JavaScript, PHP, MySQL, Zend, jQuery, and MooTools**.
- Mentored and trained **junior developers** in **JavaScript, PHP, Zend, SocialEngine plugin development, and Git**, improving team productivity.
- Built and deployed **CMS plugins for live websites**, including **Crowdfunding Plugin, Currency Switcher Plugin, and Contest Plugin**.
- Integrated multiple **payment gateways** such as **PayPal, Mollie, Stripe, and PhonePe**, enabling seamless transactions.

ACHIEVEMENTS

- **Improved chatbot accuracy by 60%** by integrating GenAI with the RAG pipeline, enabling automated fallback query handling.
- **Reduced agent manual effort by 70%** by consolidating multiple ITSM and SIS systems into a unified one-place solution.
- **Decreased cloud deployment time by 30%** using GitHub Actions and Docker Swarm for automated CI/CD.
- **Enhanced API performance by 50%** by leading a microservices migration, reducing response times significantly.

AWARDS

- **Star Performer** – *BlackBeltHelp* (Feb 2024)
Recognized for exceptional performance and contributions to the organization.
- **Outstanding Innovator of the Year** – *BigStep Technologies* (Jun 2019)
Awarded for driving innovation and delivering impactful contributions.

EDUCATION

- **Rajasthan Technical University | B.Tech in Computer Science | 2012 – 2016 | 73%**
- **Higher Secondary Education (12th) | Math & Science | 2011 | 84.4%**
- **Secondary Education (10th) | Math & Science | 2009 | 78.2%**