

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 joiners** 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%**