

Nikhil Gautam

Senior Software Engineer

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Summary

Highly skilled full stack developer with 7 years of experience. Proficient in JavaScript, TypeScript, ReactJS technologies. Experienced in building high volume web & mobile apps and continuously evolving architecture for better software.

Experience

Copart India

Senior Software Engineer

May, 2021- Present

- Developed and optimized a communication platform for calling and texting as an Electron app using Twilio Flex, Conversations, Runtime, CLI, and Studio Flows to enable seamless customer interactions and agent workflows.
- Developed embeddable chat widgets for internal web applications using React, TypeScript, and Twilio.
- Lead the development of a complex disposition tool which helped in analyzing the major issues from buyers and lead to approx. 40% reduction in number of calls.
- Led the front end development of master app responsible for scheduling workflows using NodeJS, ReactJS and MariaDB.
- Leveraged AWS S3, Lambda, and Google Cloud storage & serverless functions to optimize data retrieval and updates, improving application performance and handling time-sensitive tasks more effectively.
- Co-led the team by owning requirement discovery and converting inputs from shared domain teams into deliverable features.

Ranosys Technologies

Software Engineer

Dec 2019 - May 2021

- Developed and launched multiple e-commerce hybrid mobile applications on Android and iOS platforms using Ionic, Angular and NodeJS.
- Created and improved front end components, resulting in a 40% decrease in screen load time using caching and minifying.
- Implemented various analytics tools (smartlook, UXCam, Google Analytics, Firebase Analytics) for better user insights.

Motherson Sumi Infotech & Designs

Software Engineer

Aug 2018 - Nov 2019

- Handled full-stack programming tasks for the development of a high-profile external web app using Ruby on Rails, NodeJS, and SQL Server.
- Re-designed UI components for the inventory module of an e-commerce web application in ReactJS, reducing load time by 30% by caching high computation calls.

Google Cloud

Associate Cloud Engineer

Projects

MiCom

May 2021 - Present

MiCom is an internal omnichannel communication platform built for YARD agents and their supervisors to streamline daily operations and customer interactions. The platform supports voice calls, chat, WhatsApp, and SMS messaging in a unified interface. It currently handles approximately **1 million calls per day** across **four countries**, offering robust performance, scalability, and ease of use for high-volume communication needs.

Technologies Used: ReactJS, NodeJS, Twilio Flex, Twilio Router, Studio Flows, Twilio Conversations, Twilio CLI, AWS S3, Google Cloud Run functions, Jenkins

MiCom Queues

Jan 2022 - Present

MiCom Queues is a **real-time dashboard** platform designed for supervisors and managers to monitor communication queues across different departments. The tool provides **live insights** into key call metrics such as the number of calls in queue, current waiting time, hold time, and active agents for each yard across US and UK. The dashboard updates dynamically on every event change, enabling fast and informed decision-making.

Technologies Used: ReactJS, Node.js, Kafka, WebSockets, Tailwind CSS, AWS S3

MiOrg

Jun 2023 - Aug 2024

MiOrg is a centralized platform for managing employee onboarding, offboarding, and access control across the company. It handles authentication, authorization, and hardware/software access for over 10,000 users. Employees use it to request and manage role-based access to internal tools and applications.

Technologies Used: ReactJS, NodeJS, Kafka, AWS S3

Nespresso Indonesia

Dec 2019 - Sept 2020

Nespresso Indonesia is a mobile **e-commerce app** for purchasing coffee machines, capsules, and accessories across Indonesia. Built with Angular 8 and Ionic, it offers a smooth shopping experience on both **Android and iOS**. The app is integrated with analytics tools like Google Analytics and UXCam to track user behavior and improve UX.

Technologies Used: Angular 8, Ionic, Magento, Cordova

<https://play.google.com/store/apps/details?id=com.nespresso.kanmogroup&hl=en>

McCalla Raymer Leibert Pierce LLC – Eviction Module

Oct 2018 - Aug 2019

Developed an internal application for McCalla Raymer Leibert Pierce LLC to streamline the eviction process as part of their legal services. The module optimized workflows for employees, helping deliver faster and more efficient eviction handling for clients.

Technologies Used: Angular, Java, Spring Boot

Education

Engineering College, Ajmer (2018)

Bachelor of Technology

Emmanuel Senior Secondary School, Bundi (2014)

Senior Secondary Education

Skills

Frontend

ReactJS, JavaScript, TypeScript, Twilio Flex, Emotion, Redux, HTML5, CSS3, SCSS/SASS, GraphQL, Webpack, Angular 8, Ionic

Backend

NodeJS, Express, REST API, Twilio Studio, Twilio Runtime, SQL, Docker

Cloud

AWS Lambda, Google Cloud Functions, AWS S3