

HARSH GUPTA

Software developer

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Results-oriented software engineer skilled in full-stack development. Proficient in multiple languages and frameworks, committed to delivering high-quality solutions. Collaborative team player with a focus on innovation and continuous improvement.

EXPERIENCE

July/2022 – December/2023

SOFTWARE DEVELOPER , KEYPOINT TECHNOLOGIES

- Worked as a **Backend developer** on development of **Cerina Studio Chatbot** Platform using **C programming and C++**.
- Worked as an **Integration engineer** on **Haptik.AI Chatbot** Platform using **Python**.
- Worked on **Frontend development** of Cerina Studio website, KeyPoint Technologies Website & Xplore Keyboard Website using **HTML, CSS and JavaScript**.
- Internship (**July/2022 – January/2023**)

OCTOBER/2021 – NOVEMBER/2021

WEB DEVELOPMENT TRAINEE, CODING ELEMENTS

- Industrial training in Web Development

DECEMBER/2021 – MARCH/2022

DATA SCIENCE TRAINEE, 360DIGITMG

- Apprenticeship

PROJECTS

CERINA STUDIO CHATBOT, AT KEYPOINT TECHNOLOGIES

Technologies used - C programming and C++.

- Worked on multiple Bug fixes by Debugging through the code.
- Worked on adding new features in the bot like - Added search bar, added support for downloading analytics data as an .pdf file using libraries, added dropdown support to input fields in data table by creating separate component of dropdown and using it in required place, added support to import data from Excel sheet into the platform on enabling a toggle button event, etc.

KEYPOINT TECHNOLOGIES, CERINA STUDIO & XPLOREE KEYBOARD WEBSITE's

Technologies used - HTML, CSS, JavaScript.

Websites links -

- <https://www.keypoint-tech.com/>
- <https://www.cerinastudio.com/>
- <https://www.xplore.com/>

HAPTIK.AI CHATBOT , AT KEYPOINT TECHNOLOGIES

Technology used - Python.

- Successfully delivered the Sterling Holidays chatbot project, a WhatsApp-based chatbot for holiday bookings, assisting users in selecting their desired destination and resort type across India.
- Developed multiple Python scripts to retrieve user information.
- Integrated various APIs using Python.
- Implemented integration on WhatsApp for user convenience.

Botpress AI CHATBOT, AT KEYPOINT TECHNOLOGIES

Technologies used – ChatGPT, NLU.

- Developed and implemented chatbots and virtual assistants using Botpress platform.
- Designed conversational flows and dialogues using the visual bot builder.
- Configured natural language understanding (NLU) components to enhance bot interactions
- Customized bot behavior and functionality through plugins and custom code.
- Integrated Botpress with various messaging channels such as Facebook Messenger, Slack, etc.

TECHNICAL SKILLS

- Python (Django)
- C/C++
- Object oriented programming
- HTML/CSS
- JavaScript
- Relational databases (MySQL)
- Git & Github
- Testing (User testing and functional testing)

EDUCATION

May 2022, B. TECH IN COMPUTER SCIENCE AND ENGINEERING,

Dr. A.P.J. Abdul Kalam Technical University

April 2018, Intermediate, Sumitra Public Inter College.