MANINDER SINGH JABBAL

📞 +91 833 696 5558   ✉ mrjabbal.work@gmail.com

🐙 github.com/00SINGH   🐦 twitter.com/_00SINGH   🔗 linkedin.com/in/00singh

PROFILE

With 4 years' experience in Customer Services & 6+ years' experience as Freelance Software Developer alongside my full-time Developer role, I approach the project requirements from a "Smooth-Solution" point of view. I bring in my skills of Development along with the experience of Client understanding, Problem Solving, Process Development & Team Management.

WORK EXPERIENCE

SALESFORCE TECHNICAL SPECIALIST [Certified Platform Developer 1]

WARPDRIVE TECHWORKS   Oct '22 – Feb'23   Bengaluru, India

1. Developed the Sales Cloud for www.kapiva.in as a part of their Phase 1 migration to Salesforce.
2. Responsibilities: Lead Duplication logic, custom LWC in Order Creation & 3rd Party API integrations.
3. Created Apex Triggers & helper classes around the client's existing business workflow.
4. Created custom Lightning Web Components for their Order Placement Process.
5. Integrated BigCommerce & ShipRocket APIs as a part of the Order Registration process.
6. Impact: Fluid UX in Order Placement. Increased efficiency in Lead Management due to partial automation.
7. Tech Stack: Salesforce, Heroku.
8. API Integrations: ShipRocket APIs, BigCommerce APIs.

SOFTWARE DEVELOPMENT – ASST. MANAGER [Python / AWS]

BIGTRUCK.IN   Nov '20 – Oct'22   Bengaluru, India

1. Developed an in-house BRM 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. Impact: Growth in monthly business by 210%. Increased team's time efficiency by 40%.
5. Tech Stack: Python/Django, Postgres, Redis, Bootstrap5, AWS: EC2, RDS, S3, Route53.
6. API Integrations: GCP Maps, Twilio SMS, VOIP Calling, Live-Location Tracking.

CUSTOMER SERVICE DELIVERY – TEAM LEAD

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, MySQL, 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.

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
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
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.

CERTIFICATIONS

Salesforce Platform Developer I   –   **October, 2022**

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**

OTHER INFORMATION

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

DECLARATION

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

DATED: February, 2023