

Kunal Pratap Singh

Software Development Engineer (SDE)

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Work Experience

Software Development Engineer (SDE)

[Omind Technologies](#)

Oct 2023 – Present

Kolkata, India

- Set up CRM integration for easy Excel uploads, helping QA teams in BPO audits. Also, created a strong Excel filtering system to better manage and analyze data. Features include saving filters and random assignment, covering various criteria like call duration and time range.
- Designed a notice feed allowing admins and QAs to post, with acknowledgment and commenting features for agents, admins, and QAs; creators can also delete and hide posts.
- Developed a dynamic audit sheet with editable parameters and subparameters, including weightage assignment. Integrated custom field functionality in audit sheet using form renderer to capture data effectively.
- Designed a test interface accessible to both agents and admins. Agents can complete tests, while admins have the capability to create new tests directly within the interface.
- Developed an AI co-pilot to aid QA in call auditing. Leveraging Deepgram for transcription and Langchain for OpenAI calls, it assists in analyzing and evaluating call content efficiently.

Software Development Engineer (SDE)

[actyv.ai](#)

Nov 2022 – Aug 2023

Bengaluru, India

- Developed actyv.ai's e-KYC verification platform with microservice architecture on the MERN stack, enabling fully automatic identity verification and fraud detection.
- Achieved results, reducing distributor onboarding time from 1 week to 2 hours and efficiently processing 12k+ verifications across 2 countries.
- Responsible for operational excellence of platform which involved prevention and mitigation of issues eg. memory leak, VAPT, code review and quality assurance, user support and communication etc.
- Developed multiple distributed background plugins, utilizing SQS and lambda, to enable smooth verification processes for Aadhaar, ITR, Driving license, Voter ID, CIN, PAN, Udyam, Passport OCR (valid for all countries), ESign, DigiLocker, and Emirates ID (UAE).
- Developed and implemented responsive UI for all fraud checks using React and Redux, ensuring a seamless user experience across various devices.

Software Development Engineer (SDE)

[Cartificer](#)

May 2021 – Nov 2022

Remote

- Led the setup and maintenance of Cartificer's online store, making it easy for customers to find car services like cleaning and repairs. This made customers happier and more engaged.
- Created a way for customers to give feedback in real-time on Cartificer's website. This helped improve services, including car repairs, and kept customers coming back.
- Made sure paying for services on Cartificer's website was safe and easy, including for car repairs. This made customers trust the site more and helped the business grow.
- Enabled customers to book appointments, check services, and access special offers effortlessly through Cartificer's mobile-friendly platform, expanding accessibility and improving service quality, including for car repairs.

Coursework

Full stack web development

[Masai](#)

Jan 2022- Nov 2022

[Download Certificate](#)

At Masai School, students benefit from a comprehensive and intensive curriculum, acquiring essential technical and soft skills highly sought after by the industry. During my time there, I gained the necessary skills to become job-ready with proficiency in front-end and back-end development, mastering HTML, CSS, JavaScript, React.js, Node.js, databases, version control, deployment, problem-solving, and collaborative abilities.

Education

Bachelor of Technology - BTech

Dr. B.C. Roy Engineering College

Aug 2014 - June 2018

Durgapur, India

Technical skills

Skills MERN Stack Developer | Full Stack Developer | Frontend Developer | Backend Developer | Node.js Developer | HTML5 | CSS3 | JavaScript | React.js | Redux | Redux toolkit | TypeScript | Node JS | NestJs | Strapi JS | Express.js | MongoDB | AWS | RESTful API | GIT | Chart.js | SurveyJS

Open source projects

BeautyBebo clone

[Git link](#)

Beauty Bebo is India's fastest growing online retail store for the day-to-day and special occasion needs. The Tech stack used is Html CSS javascript. Various UI like slideshow, login-signup, payment etc are eye-catching. javascript functionality like API, local storage, slide show with the help of set interval etc is used.

Lifestylestore Clone

[Git link](#)

A lifestyle store is a retail store selling a wide variety of product categories under a single brand. The Tech stack used is React.js, We've integrated Reqres API for authentication. Simply use the following credentials to unlock a world of premium features:

email: eve.holt@reqres.in password: cityslicka Once logged in, you'll gain access to our private pages filled with exciting deals and top-notch products.