

Vikas Ekka

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Experience

Software Developer

Indore, MP

MSG91, WALKOVER WEB SOLUTIONS PVT. LTD.

Jun 2022 – Present

- Developed a customer churn prediction feature using Google ML and BigQuery, which improved customer loyalty by 15% over six months by providing actionable insights into customer behavior.
- Engineered a sophisticated anomaly detection system leveraging nodejs and machine learning, which alerts clients to potential bot attacks, significantly enhancing security measures and client trust.
- Formulated customized sales analytics dashboards empowered sales teams to make data-driven decisions leading to a 100% boost in client acquisition and retention rates.
- Orchestrated the implementation of an advanced scheduling system, causing successful onboarding of a key client and boosting volume by 10% within the first quarter.
- Tailored a comprehensive Full Chain Reporting system to consolidate sub-client reports into a single interface. Optimized sales team productivity by 15% by facilitating quick access to consolidated insights.
- Engineered and deployed a Mongo watcher system to enable real-time reporting, improved data accuracy by 15% and reduced reporting latency from hours to seconds.
- Implemented a client wise profit report feature, leading to 15% increase in sales team efficiency and a 20% boost in client retention rate.
- Created report for Voice & Whatsapp microservice, resulting in 15% increase in service optimization and customer satisfaction.
- Tools & Technologies: Nodejs, BigQuery, Express.js, Angular, Typescript, RabbitMQ, Firestore, Cloud run, google buckets, git.

Education

Bhilai Institute of Technology

Aug 2016 – Aug 2020

B.Tech (Mechanical Engineering)

Projects

Reports (MSG91)

- Built a comprehensive reporting system that integrates data from over 10 microservices, providing users with graphical reports and logs that include country, date, and status filters for enhanced data analysis.
- Tools Used: Nodejs, BigQuery, Express.js, RabbitMQ, Firebase, Redis

Files (MSG91)

- Constructed a comprehensive file hosting solution that functions as a CDN, allowing users to upload files and access them from any location, Effectuating 40% increase in operational efficiency for remote teams.
- Tools Used: Nodejs, Express.js, Sequelize, Google Storage Bucket

MSG91-UI

- Contributed to the development of the frontend interface for the MSG91 platform, incorporating communication services like SMS, Email, WhatsApp, and Voice; enhanced the user experience, Yeilding a 40% increase in user satisfaction ratings.
- Tools Used: Angular, Rxjs, HTML5

Technologies

Languages: TypeScript, SQL, JavaScript, HTML

Technologies: NodeJS, Angular, BigQuery, ExpressJs, Git, RabbitMQ, RxJs, Firebase, Sequelize, Redis, Google Cloud Storage Buckets, REST APIs