NISHANT SHAKLAN

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Work Experience

Kradle Joy (LumegaLabs) | Software Engineer - Client: Sinch India *Oct 2025 - Present*

- **Enterprise User Management Service (NestJS and Keycloak):** Built the multi-tenant user provisioning backbone for **Sinch Converse**, enabling enterprises to onboard and lifecycle-manage **40,000-50,000+ end-users** across tenants. Integrated **Keycloak Admin API** for identity, invite flows, and RBAC roles with **MongoDB** as a fast read model for user lifecycle states. Enforced subscription seat limits via Sinch plan API with plan-gated responses and dual-write consistency, allowing enterprise teams to scale user operations without manual overhead.
- **Campaign Manager - Multi-Channel Orchestration Backend (Node.js and Kafka):** Built the core orchestration engine powering **3,000-5,000 campaigns daily** across **WhatsApp, RCS, and SMS** on **Sinch Converse**. Engineered **Kafka** job emission pipelines, **node-cron** scheduling, **Prisma and PostgreSQL** as system of record, **MinIO** for CSV and media storage, **Dapr** pub/sub sidecar, and **gRPC CDP** integration for bulk audience preprocessing with idempotent deduplication and credit-gated provisioning deployed on Kubernetes.
- **Customer Data Platform (CDP) and Audience 360:** Built **Sinch**'s enterprise frontend for customer profiles, audience segmentation, event automation, and campaign analytics using **React 18, Material UI, SWR, Apache Druid, and Superset**.

Betterway | Software Developer 1 *Sep 2024 - Sep 2025*

- **Paramedic Service App (iOS and Android):** Independently designed, built, and published a paramedic-service app in **React Native (Expo SDK 53)** covering inventory management, therapy scheduling, doctor roster, investigation workflows, and medical report uploads with **EAS build pipelines and OTA updates**. **[Play Store | App Store]**
- **User App and Questionnaire Engine:** Developed **70% of core features** including a backend-driven dynamic questionnaire engine using **React Hook Form and Redux**, improving onboarding completion by **35%** and reducing support overhead by **40%**. **[Play Store | App Store]**
- **Diet and Lifestyle Management App:** Led system design with **React Native and AWS Lambda (Serverless)**, cutting operational costs by **30%** and scaling to **3,000+ MAU**. Optimised rendering from 45 to 60 FPS via FlatList virtualisation and MMKV.

Projects

InvoiceComply - AI Invoice Verification Platform | Client: Philips India ***Live***

- Built full-stack modules using **React.js, Next.js, FastAPI, and PostgreSQL** to automate enterprise invoice verification for **Philips India** with AI-assisted document parsing, RBAC dashboards, and audit trails.
- Platform serves **3,000+ active vendors** monthly, processing invoices worth **Rs. 30-40 lakhs per month**, reducing manual compliance overhead for Philips India procurement teams.

Redfine Gaming ***Live | GitHub***

- Built an immersive gaming showcase using **React.js and GSAP** with scroll-triggered parallax and motion timelines, boosting average session duration by **60%**.

Education

Delhi Technological University, India *2020 - 2024*

- B.Tech in Electronics and Communication Engineering, CGPA: 8.24

Technical Skills

Languages and Frameworks: JavaScript, TypeScript, React Native (Expo), React.js, Next.js, Node.js, NestJS
Databases and Infra: PostgreSQL, MongoDB, Redis, MinIO, AWS (Lambda, S3, EC2), Docker, Keycloak
Tools and Others: Apache Kafka, Apache Druid, Redux, MMKV, Tailwind CSS, GSAP, Jest, EAS Build

Achievements

- **Open Source:** Led **20+ pull requests** during Hacktoberfest 2021-2022, improving UI functionality and documentation accessed by **1,000+ developers**.