# NIHAL GUPTA

SOFTWARE ENGINEER - FULL STACK

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## EDUCATION

**MAHARAJA SURAJMAL INSTITUTE OF TECHNOLOGY, NEW DELHI** 2019 - 2023

Bachelor of Technology,
Computer Science Engineering

**CGPA : 8.8**

## SKILLS

**LANGUAGES :** Golang, TypeScript, Node.js, Python, Java, SQL, GraphQL, Shell scripting

**DATABASES :** Clickhouse, Postgres, MongoDB, Redis

**FRAMEWORKS :** Express, React.js, Vue.js, Django, Selenium, Playwright, Puppeteer

**AI :** Agentic Workflows, RAG, MCP, Agents, Skills, Claude Code, Cursor

**TOOLS :** Jenkins(CI/CD), Kubernetes, Docker, Kafka, AWS, Grafana

## AREA OF EXPERTISE

Creating scalable systems
Automating Workflows
Debugging & Troubleshooting
Implementing DevOps pipelines
Building & maintaining infrastructure

## AWARDS

- **Won Google BuildWith AI Hackathon**
- **Won Smart India Hackathon**
- **Runner up - Zomato India Hackathon**

## WORK EXPERIENCE (3.5 Yrs)

### CITYMALL - Ecommerce Startup
MAY 2023 - PRESENT

Software Development Engineer

- **Customer Support Platform (Flowdesk) & AI Chatbot:**
  - Owned Flowdesk, CityMall's customer support platform (in-app chat, agent desk and ticketing for returns, refunds and cancellations), built in Node.js.
  - Built an **Agentic AI chatbot (LangChain)** with an LLM intent router and a tool-calling loop. Engineered its memory and state management
- **Products & Cataloguing - End-to-End Ownership:**
  - Owned product lifecycle tech, from creation, cataloguing and inventory management, in **Golang** and **Node.js**, collaborating with cross-functional teams.
  - Cut cataloguing workload by 90% by building AI agent workflows with **Claude skills** and **MCP servers**
- **Ads Microservice & Campaign Manager:**
  - **Architected** a scalable Ads Microservice in **Golang** integrated with Moloco and a Campaign Managing Portal, driving ₹5,00,000+ revenue/day.
  - Engineered an in-house **Java SDK** orchestrating Meta, Google, and InMobi ads; integrated via React Native bridge into the CityMall app, increasing ad revenue by 30%
- **Benchmarking Engine:**
  - Built an **automated web scraping** in **Python** framework that collects pricing data daily from 10+ e-commerce platforms, using multiple technical strategies.
  - Developed an AI-powered product matching system using **Vertex AI embeddings** to map identical products across platforms, with real-time cross-platform price comparison.
- **Dropship India & ShipPrime (Built from Scratch):**
  - Built one platform in **Golang** and **React** that runs two product businesses. Dropship India and ShipPrime are Shopify apps that let businesses manage the inventory, and order tracking.
  - Scaled to **25,000+ orders/day** and **₹1+ Cr GMV/day**, with 7+ logistics partners integrated (Delhivery, Xpressbees, BlueDart, Ekart, Shadowfax, Amazon)

## PROJECTS

1. **Dropship India - Shopify app for dropshippers** (Link)
   Dropshipping application integrated with Shopify for Indian Dropshippers
2. **Super Subtitles - Chrome Extension** (Link)
   Chrome Extension to learn English with YouTube subtitles