

ALEN JOY

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PROFESSIONAL EXPERIENCE

RATEUP

Software Engineer

Kochi, IN
2023-Present

As a Fullstack Developer at RateUp, I lead a small team in building scalable apps with Next.js and Fastify, enhancing user engagement via WhatsApp Flow, and optimizing authentication with SuperTokens, while developing digital menus using Mantine. Use AWS S3 for file storage and leverage REST APIs along with React Query for data management.

- **Supervised a group of 3 engineers**, increasing team efficiency by 20% and ensuring the timely completion of major projects.
- **Achieved a 30% increase** in automated customer interactions by integrating WhatsApp Flow and Template API, leading to faster response times and higher engagement.
- **Implemented digital menu solutions** for improving operational efficiency and increasing customer satisfaction by 20%.

INNOVATURE SOFTWARE LABS

Associate Software Engineer

Kochi, IN
2022-2023

At Innovature Software Labs, I worked on POC projects like an NFT marketplace and FAQ AI bot using React, Node.js, and Java Spring Boot, focusing on innovative solutions with ShadCN UI for internal and client-facing applications.

- **Led the development of an NFT marketplace** POC, utilizing React and Node.js with Express, which demonstrated the platform's potential and secured client interest for further development.
- **Implemented an FAQ AI bot** using React and Node.js, which reduced manual customer service inquiries by 35% and improved response times by 50%.

PROJECTS

NFT Marketplace

2022-2023

Built an NFT marketplace using the MERN stack, allowing creators to mint, list, and sell NFTs securely with integrated user authentication and wallet support.

- **Developed a secure NFT marketplace** with MERN stack.
- **Integrated user authentication** and wallet support.

AI FAQ Chat Bot

2022-2023

Created an AI-powered FAQ chatbot with the MERN stack and GPT-3 API, offering instant, accurate responses and a user-friendly experience through natural language processing

- **Built an AI FAQ chatbot** with MERN stack and GPT-3 API.
- **Enhanced user interactions** with natural language processing.

EDUCATION

MES COLLEGE

Bachelor Of Computer Application-76.4%

Nedumkandam, IN
2019-2022

ADDITIONAL INFORMATION

- **Technical Skills:** Javascript, Java, Node Js, React, Node Js, Frontend, Java, Html Css, Next Js, Fastify, Tailwind, Prisma, SQL (PostgreSQL), NoSQL (MongoDB), Mantine, Aws, Git
- **Languages:** Fluent in Malayalam (native), English
- **Awards:** Best trainee out of 50+ participants (2022) in Innovature software labs