

Jithinlal P R

Senior Software Engineer

📍 Calicut, India ✉ jithinlal@protonmail.com 🌐 My Portfolio Website

in LinkedIn 🐙 GitHub 📄 stackoverflow 📝 Blog



👤 About Me

With six years of experience in software development, my expertise lies in building and optimizing microservice architectures, cloud-based solutions and web applications. Currently working as a Senior Software Engineer within Customer support engineering team at Gelato, I spearheaded writing a micro service that significantly enhanced issue resolution efficiency, reducing ticket duplications and increased ticket deflection rate. I am deeply committed to user-centric design, continuous learning, and fostering collaboration. Aiming to evolve into a technical lead, I aspire to be a key contributor in a core engineering team, driving innovation and excellence.

📁 Professional Experience

Gelato

Oct 2022 - present
Oslo, Norway

Senior Software Engineer 📄

- Built a service from the ground up to effectively manage error reports created by customers as well as production partners using Golang and **industry standard features** like **OpenTracing, CI/CD** and **AI** and by following **agile development practices**
- **Increased deflection rate to 40%** for common customer questions using OpenAI's assistant API and user specific queries to almost 10% by developing REST APIs collaborating with the eCommerce team
- Created a common error reporting schema and template for the entire company which can be used by multiple teams like Networking, eCommerce etc, **increasing overall error report quality** for both customers and print partners, which in return **increased product quality by 8% and lower production errors by almost 20%**
- **Reduced** duplicated and missed error reports to **20% from its previous levels** by collaborating and working close with Network team
- **Contributed** to **internal component library** that helps with other teams to trace and log errors smoothly and introduced easy document generation within Golang projects using external tools which follows OpenAPI standard
- Worked with InfoSec and Infrastructure team to make the entire chain of error reporting secure, scalable and highly available

Neoito Technologies 📄

Senior Software Engineer/Technical Lead

Mar 2021 - Oct 2022
Trivandrum, India

- **Lead** a team consisting of front end engineers, backend engineers and QA to build a builder platform for a US client
- Worked on the backend by **designing the architecture** on top of **clean code paradigm** and designing REST APIs efficiently and **led the front end and mobile team** towards an optimized and successful product
- Followed **agile development practice** and contributed towards sprint refinement and planning
- Worked with various AWS services such as Cognito, EC2 etc.
- Implemented **clean code architecture** to the entire front end and back end team and introduced test driven development using Jest

Senior software engineer

Oct 2020 - Mar 2021
Trivandrum, India

- Worked on medium and lower scale client applications as a full stack developer
- Used NodeJs and ReactJs to build industry standard web applications based on client needs

**Kerala State Disaster Management's Corona Safe open source community project
Developer**

Mar 2020 - Jun 2020
Online community
initiative

- Part of the open source community that took care of Corona Safe applications that helped Corona victims, doctors and officers to track the depth of the disease and provide data driven information via admin dashboards
- Improved the patient details listing feature on the corona safe website which resulted in 40% less time to load on the page
- Introduced a new form management strategy using a package named react-hook-form that sped up the development speed of form related pages throughout the application and less rendering of pages

**Software Associates Pvt Ltd,
Full Stack developer**

Aug 2017 - Oct 2020
Calicut, India

- Responsible for working with clients such as CBRE to build their CMS portal using technologies like Laravel and ReactJs
- Engaged in performance optimization that leads to faster load times of the application by 25%
- Re-structured part of the application listing logic using ReactJS from blade templating language
- Database design decisions were made

 **Education**

National Institute of Technology, Calicut
Bachelor's in Computer Science and Engineering
Main Project - Multi-Agent
Reinforcement Learning

2013 - 2017

 **Skills**

Technologies (Javascript Go Microservices Architecture ReactJs NodeJs Docker Kubernetes TDD Datadog Kibana PostgreSQL MongoDB RabbitMQ Redis AWS OpenAI Cucumber Sentry GitHub)

Management (Agile Methodology)