

# ROHAN RAWAT

## FULL STACK DEVELOPER

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Portfolio: <https://nnboru.in>

## PROFILE

**3+ years of experience** working on an agent support platform at Fareportal. Worked on **microservice architecture** using **.NET, SQL Server, MongoDB, React**, along with generating daily reports and performing data analysis. Skilled in designing highly complex workflows, handling dependencies and parallelising workload for faster deliveries.

## PROFESSIONAL EXPERIENCE

### Software Developer, Fareportal Pvt. Ltd., Gurugram

Jul 2022 — Present

Fareportal is a product-based B2C global travel technology company offering online booking via websites, mobile apps or trained travel agents.

Our team handles post-booking services, such as schedule changes and cancellations for customer bookings. We developed end-to-end flow automation along with its fallback manual agent process, while maintaining reports, reviewing and debugging failure cases.

#### → Booking Cancellation

- ◆ Cancellation process broadly includes sending OTP email to customer, charging agent fee, voiding the tickets and ancillaries, cancelling the PNR and processing the refund or airline credit according to fare rules of the associated booking engine/airline.
- ◆ For ~450 Flight bookings received per day, we have **achieved 95% adoption with 72% automation**.
- ◆ Onboarded Car Cancellation flow, extended to Hotel, Cross-sell, and Vacation Package cancellation, increasing ~50 bookings/day adoption.

#### → Booking Schedule Change

- ◆ This module handles involuntary schedule change from the airline side, where the customer may accept an alternate itinerary offered at the same price or may demand a full refund. For this, customers can use our chatbot integration tool or self-help tool, or connect with an agent.
- ◆ For ~70 Flight bookings received per day, we have **achieved 96% adoption with 100% automation**.

**Technologies Used:** .NET Web API (C#), React-redux, SQL Server, MongoDB, Redis, RabbitMQ

### Internship, APPNIVI IT Solution, Hyderabad

Jul 2019 — Aug 2019

Machine learning in Python with data cleansing, abstraction, visualisation, and algorithm implementation.

## EDUCATION

**M.Tech (CSE Analytics)** - NIT, Delhi - 8.46CGPA

Jul 2020 — Jul 2022

**B.Tech (CSE)** - GBPIET Pauri, Uttarakhand

Jul 2016 — Jun 2020

**XII** - Army Public School, Meerut Cantt

March 2016

## PROJECTS

### Binge - Your Streaming Companion [github](#)

.NET | SQL Server | React-Redux | Material-UI

Created a **Movie Discovery platform** where users can **browse, like or dislike movies**, and manage **personalised watchlists**. Includes **advanced search and smart recommendations** based on user activity, making it easy to explore new titles and organise favourite movies in one place.

### MathBot [github](#)

B.Tech Final year project 2020 | Python Flask | SQLite | JavaScript

A simple **chatbot** specifically designed for **performing math-related tasks** like solving equations, drawing graphs, and plotting charts for CSV files.

### Stone Paper Scissors [github](#)

MERN | Socket.io

The game allows users to **create private rooms** and share a unique room link for real-time online gameplay across individual devices. There is **no limit to the number of players** in each room, and **users can chat** interactively while playing, making for a more engaging experience.

## TECHNICAL SKILLS

**Languages:** C#, C++, Python, HTML, CSS, JS

**Framework & libraries:** .NET Web-API/MVC, NodeJS, Express, React, Redux, Bootstrap, Flask, Pygame, Socket.io

**Databases:** SQL Server, MongoDB, Redis

**Tools:** Azure, Git, Postman, Kibana, Grafana, ApplInsights, RabbitMQ

## ACHIEVEMENTS

### Competitive programming

- **Codechef** - 5 star - [www.codechef.com/users/Rohannn](https://www.codechef.com/users/Rohannn)
- **Codeforces** - max expert - [www.codeforces.com/profile/nnboru](https://www.codeforces.com/profile/nnboru)
- **ICPC Contest 2019-2020** - Advanced to the National round

**GATE 2020** - score 492

**JLPT** - N3 level