

# Tushar Jagi

## SOFTWARE ENGINEER

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### Summary

Software Engineer with over **3+ years of experience** in developing user-centric applications and **optimizing platform performance**. Proficient in modern web technologies and focused on delivering **high-quality software solutions**.

### Experience

#### Ferns N Petals

Gurugram, India

#### Software Engineer

June 2024 - Present

- Created streamlined order modification functionalities, achieving a **decrease** in customer service **inquiries by 38%** and fostering **greater engagement** among users navigating through the application interface.
- Developed **reusable components** from scratch, reducing development time for **new features by 60%** while ensuring design consistency and accessibility compliance with **W3C guidelines**.
- Integrated **CleverTap** for in-depth user journey tracking, improving platform **optimization by 60%** and enabling more **personalized user experiences**.
- Incorporated **Amazon Pay wallet** and **Simpl Buy Now Pay Later service**, increasing payment conversions by 28% and boosting overall user **satisfaction by 42%**.
- Engineered the **FNP Wallet**, resulting in a **26% increase in successful** transactions and a **38% reduction** in refund processing time, **enhancing user satisfaction**.

#### Associate Software Engineer

June 2022 - June 2024

- Designed and integrated a **multi-image upload feature** into the **Partner Panel** and **GharTak app** on the OFBiz platform, increasing **user engagement by 30%**.
- Managed **international store addresses** for accurate global order processing, improving **shipping accuracy by 42%** and reducing delivery **errors by 36%**.
- Enhanced the Gate Pop functionality, enabling **real-time customization and adjustments** based on business owner requirements, boosting **user engagement by 25%**.
- Improved application performance through continuous monitoring of key **web vitals (INP, LCP, CLS)** using **New Relic and Kibana**, ensuring optimal user experience while **maintaining system stability** for over **20M daily active users**.

### Education

#### PDM University, Bahadurgarh (Delhi NCR)

June 2018 - June 2022

#### Bachelor of Technology – Computer Science

### Skills

**Programing Languages:** JavaScript, TypeScript, Python, C/C++

**Web Technologies:** HTML, CSS, SCSS, SASS

**Frameworks & Libraries:** Next.js, React.js, Redux, AngularJS, Tailwind

**Tools & Platforms:** Webpack, Babel, Node.js, Git, Linux/Unix, Jira, Jenkins, AWS

**Databases:** PostgreSQL, MongoDB

**Others:** Data Structure and Algorithms, Agile, Collaboration, Communication, Adaptability, Multitasking, New Relic, Kibana

### Key Achievements

- Reduced Refund Processing Time:** Optimized the **refund processes** with the introduction of the FNP Wallet, improving **processing times by 38%**.
- Boosted Shipping Accuracy:** Improved global order processing accuracy by 42% through better store address management.

### Projects

#### Case-Fusion: link, [GitHub -link]

PDM University, Bahadurgarh (Delhi NCR)

- Designed and developed a **phone cover customization** web application using **Next.js, Node.js, Express, and PostgreSQL**.
- Ensured seamless user experience and built a backend with **REST APIs and PostgreSQL** for optimal performance.

#### KanBan Board: link [GitHub -link]

- Implemented an intuitive **Kanban board** interface that provided comprehensive visibility into task statuses and progress.
- Enabled efficient prioritization, resulting in the successful completion of over 10 projects within stipulated timelines.

### Certifications

**Meta Frontend Developer** - link, **Node.js** - link, **AngularJS** -link, **SAP ABAP** -link