

# Hemant Singh

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## Education

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### Meerut Institute of Engineering and Technology

Bachelor of Technology in Computer Science and Engineering (AI & ML)

Meerut, India

2022 - 2026

- Percentage: 76% (up to current semester)

### The Aaryans School

Class XII - CBSE

Meerut, India

2020 - 2021

- Percentage: 96.2%

## Projects

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### Respondo: AI-driven Support CRM Platform | Nextjs, Postgresql, Express, Tailwindcss

- Designed and developed an AI-powered multi-channel CRM SaaS that centralizes customer queries from email, website APIs, live chat, and optional WhatsApp into a unified, scalable ticketing system.
- Implemented a RAG-based AI assistant using vector embeddings and generative models to summarize conversations, auto-categorize tickets, and generate agent-reviewable draft responses, improving response quality and turnaround time.
- Built a robust ticketing and customer profiling system with priorities, SLA tracking, role-based access control, full message history, and audit logs to support real-world customer support workflows.
- Architected background job processing and async workflows for email ingestion, attachment parsing, embedding generation, and AI calls using queues and workers, ensuring reliability and horizontal scalability.
- Integrated secure third-party services including OAuth-based email providers, API key-protected public endpoints, vector databases, and cloud storage, with strong emphasis on data isolation and security best practices.

### WatchNest: Media Tracker API | Node.js, Express, TypeScript, MongoDB, Redis, Joi, Vitest

- Designed and implemented a scalable RESTful API for managing movies, anime, and TV series with support for tagging, ratings, and user-based sharing
- Built a secure authentication system using JWT-based access tokens stored in Redis and long-lived refresh tokens persisted in MongoDB
- Integrated multiple third-party data providers (TMDB, Kitsu, OMDb) to enrich media metadata and normalize external content into a unified domain model
- Implemented comprehensive backend testing with Vitest covering API routes and core business logic, complemented by end-to-end request validation using Postman
- Identified and documented data modeling limitations during development, reinforcing the importance of upfront schema design for extensible backend systems

## Technical Skills

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**Languages:** JavaScript, TypeScript, Python, C, SQL, HTML5, CSS3

**Frameworks & Libraries:** Next.js, React.js, Express.js, Better-Auth, Tailwind CSS

**ORM / ODM:** Prisma, Mongoose

**Databases:** MongoDB, PostgreSQL, Redis

**Testing:** Vitest, Jest, Cypress

**Tools & Platforms:** Git, GitHub, Vercel, Postman, Figma, VS Code

**Concepts:** RESTful APIs, Authentication, Data Modelling, Responsive Design

## Certifications

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**Web Development:** The Complete 2024 Web Development Bootcamp (Udemy), Responsive Web Design (FreeCodeCamp)

**Databases & Backend:** Introduction to MongoDB, MongoDB and the Document Model, MongoDB Aggregation, MongoDB Indexes, MongoDB Transactions, Atlas Search (MongoDB University)

**Testing:** Introduction to Cypress, Cypress with TypeScript, Advanced Cypress

**Algorithms:** JavaScript Algorithms and Data Structures (FreeCodeCamp)