

JATIN TIWARI

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EXPERIENCE - 6.5 Years

Flipkart, UI ENGINEER 2

JULY, 2019 – Present

- **Ease of Order discovery**
 - Completely revamped the My Orders module to add Search, Filters and recommendations.
 - **Goodness of 15% more click through from My Orders to Order Details**
 - **Total Event of interaction with search > 1Cr in the span of 1 month after launch**
- **Cancellation Nudges**
 - Introduced nudges to assist the user during reason based cancellations
 - **~20% goodness achieved while enabling nudge and take action on order instead of cancelling it.**
- Created Order in Transit widget on Flipkart Home Page Native iOS, mSite and Desktop. **15% increase in customer awareness and self serve effectiveness.**
- Completed migration from order level item grouping to unit/item level for My Orders and Order Details Page for Desktop.
- Migrated app to use **Brotli** compression and reduced the Over the network transfer size by ~20%.
- Created many internal google chat bots to intergrate JIRA, Github and Jenkins.
- Automated the completed post deployment process for regression and sanity across Apps.
 - **Used Appium** to automate the regression and sanity of the Android, iOS and mSite apps
 - One common code base for the all the apps which removes the effort of maintenance.
 - Onboarded QAs and removed the manual verification process. **Reduced the time from 2 hours to couple of minutes**
 - Setup the complete VM infra and dashboard to run test cases on the fly with one click.
 - Wrote totatl of ~1200 test cases and still in progress.
- Created multiple automation tools using Puppeteer for
 - **User Events** - mimic and assert user events.
 - **Verify GUI** - compare baseline screenshots with Post UI deployment.
- Added a feasibility to change order address and add alternate phone number.

SKILLS

Languages - Javascript

JS - ES6, ReactJS, AngularJS,

Web services - RESTful, Websockets, Service Worker

Frontend Technologies - HTML 5, CSS 3, SASS, Bootstrap, Material Design

Build Tools - Webpack, Rollup

Framework - Express JS

Automation - Appium, Puppeteer

ACHIEVEMENTS

- Promoted to UI Engineer 2 in Flipkart.
- Promoted to Senior Software Engineer in Furlenco.
- Furlenco Rising Star - June 2017, October 2017

EDUCATION

B.E. - ECE, Chitkara university, Himachal Pradesh, 2009 - 2013

PREVIOUS

- Furlenco, Sen. Software Engg. Oct 2015 - Apr 2018
- LexNimble Solutions, Junior Programmer Analyst. Jul 2014 - Oct 2015

- Overall improvement in cancellation metrics. **15% less** orders are cancelled.
- Developed **Order in transit** widget for native apps(Android, iOS) and mSite for the home page presence of users' order.
 - Onboarded quickly on to other cross org app and developed widgets in their code base.
 - Used native Android + React Native for Android and AsyncDisplayKit for iOS.

Flipkart, UI ENGINEER

MAY, 2018 – JUNE, 2019

- Developed console for monitoring CX agents status.
- Converted single tenant Smart Assist app to multi tenant and extended our software to support Myntra. **Removes dependency on third party resources and cut down annual expense by 6 cr.**
- Developed return and refund flow on flipkart.com to refund the amount to the user's selected source. **Increased the adaption rate for NEFT and EGV as they are the fastest.**
- Introduced Pull to Refresh in webview pages of the Native app and mobile app. **It has reduced the order status related tickets by 6%.**
- Modified React components to share them across various platforms. Almost all of the 2gud.com client components are replica of Flipkart.
- Developed a tool to mimic users App state - My Order, Order Details, Help Centre, Order Confirmation page, using actual users account ID. **Reduced manual work of copying API response and take screenshots. Reduced the TAT for customer query.**
- Reduced deployment man hours via optimising Jenkins groovy scripts and precompiled dependencies with custom docker image.
- Developed request for reschedule of delivery with slot date and time, address change request and add/edit alternate phone number. **Bringing all the actions to user to reduce the response time and improve CX.**
- Developed schedule a call back for help. **Reduced the waiting time for the user via providing capability to schedule a callback within range of their suitable frame.**