

# Dhrubo Balak Sen

Master of Computer Application  
PES University, Bengaluru

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🌐 GitHub Profile  
🌐 LinkedIn Profile

## EDUCATION

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- **Master of Computer Application** 2023-25  
*PES University, Bengaluru* CGPA: 8.36
- **Bachelor of Computer Application** 2020-23  
*Acharya Institute of Graduate Studies, Bengaluru* CGPA: 8.31

## EXPERIENCE

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- **Full Stack Developer** March 2025 – Present  
*C S Tech Infosolutions Private Limited* On-Site
  - Worked on production-grade web applications using **Next.js**, contributing to system modernization, performance improvements, and long-term maintainability.
  - Designed and implemented backend systems involving **asynchronous job queues**, containerized deployments, and scalable architectures.
  - Built and deployed **Dockerized applications** on a **Plesk-managed VPS** for multiple internal and client-facing platforms.
  - Contributed to internal tooling, automation workflows, and admin dashboards to improve operational efficiency and data visibility.

## PROJECTS

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- **Calley – Auto Call Dialer Platform**  
*Outbound calling platform for sales teams to automate and manage lead-based calls efficiently.*
  - Built a scalable web application using **Next.js**, **MongoDB**, and **RabbitMQ**.
  - Developed all user-facing panels including admin, agent, and team management dashboards.
  - Implemented lead upload and processing via CSV/Excel with queue-based background handling.
  - Designed real-time call tracking and performance reporting features.
  - Integrated SIM-based and VoIP-based calling workflows (non-robocall architecture).
- **RAG-based WhatsApp Customer Support Chatbot**  
*RAG-based WhatsApp chatbot for automated customer support and admin reporting.*
  - Helped develop a **RAG-based WhatsApp chatbot** for automated customer support and query resolution.
  - Implemented knowledge retrieval to generate context-aware responses from internal documentation.
  - Integrated conversation logs, analytics, and reporting dashboards into the admin panel.
  - Supported scalable message handling for high-volume user interactions.
- **CostHub**  
*Company-wide internal platform for task tracking, ticket management, cost analysis, and user onboarding workflows.*
  - Developed a company-wide internal system for **task tracking** and **ticket management**.
  - Implemented modules for cost analysis, internal reporting, and user onboarding management.
  - Built role-based dashboards to support multiple teams and access levels.
  - Improved operational visibility and efficiency through centralized workflows.
- **Marketing & Landing Pages (Client Projects)**  
*Designed and developed responsive marketing and landing pages for client websites.*
  - Designed and developed responsive landing pages for client businesses.
  - Collaborated with stakeholders to translate business requirements into web-ready designs.
  - Deployed and maintained live production websites.
  - Live projects: pragatigranites.cstechns.com, adx.cstechns.com

## TECHNICAL SKILLS AND INTERESTS

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**Languages:** C, Java, Python, TypeScript, JavaScript, HTML, CSS

**Web Development Tools:** Node.js, VS Code, Git, GitHub

**Frameworks:** Next.js, React.js, Express, Spring Boot

**Databases:** MongoDB, PostgreSQL, MS SQL Server

**Other Tools:** Docker, Plesk, RabbitMQ, N8N, Zapier, Ollama

**Areas of Interest:** Back-End Development, Cloud Computing, Data Engineering

**Soft Skills:** Problem Solving, Self-Learning, Presentation, Adaptability

## CERTIFICATIONS

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### •Data Analytics Job Simulation - July 2025

*Link*

- Gained hands-on experience in data analysis and visualization using Power BI.
- Learned to create interactive dashboards and derive actionable insights from datasets.

## PERSONAL PROJECTS

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### •ThrottleTribe

*A social media platform tailored for motorcyclists with features like trip planning and image sharing.*

- Built using **Next.js**, **PostgreSQL(NeonDB)**, **Prisma ORM**, and **Cloudinary** for media storage.
- Developed user authentication, media uploads, and route planning functionality using **Google Maps**.