

Tushar Nain

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SUMMARY

Full-stack engineer with 3+ years building and scaling business-critical platforms - CRM/HRM workflows, automation systems, HLS video infrastructure, VoIP/telephony pipelines, and open-source contributions to high-impact projects. Focused on system design, scalability, operational reliability, and end-to-end product ownership from architecture to production.

EXPERIENCE

Software Developer

Jul 2025 – Present

Pinnacle Works Infotech

Gurugram, Haryana

- Optimized a **1M+** record admission export pipeline, reducing execution time from **24+ hours to 5–7 minutes**.
- Developed VoIP/SIP infrastructure for **SuperBot**, enabling AI-powered voice interactions alongside WhatsApp, SMS, Instagram, and Facebook channels.
- Built a data operations platform for managing, validating, and preparing chatbot and voicebot training datasets.
- Developed and scaled Parul University's admission platform, handling lead management, student applications, payments, onboarding, and admission workflows during high-traffic intake periods.
- Built customer billing and usage management workflows while supporting platform scalability through HAProxy load balancing, Nginx configuration, deployment automation, and production infrastructure maintenance.
- Built a **text preprocessing microservice** in Node.js/TypeScript - also published as an **npm package** - for real-time text and SSML transformation within live conversational AI pipelines.

Laravel Developer

June 2024 – Jul 2025

StockPathshala by ADigitalBlogger

Mohali, Punjab

- Built a mentorship management system for a **50,000+** user **stock market education platform (LMS)**, including scheduling, payments, and automated notifications.
- Architected **HLS video infrastructure** using FFmpeg and AWS Lambda, supporting 15–20 live classes daily.
- Built an internal operations dashboard for workflow management, employee tracking, analytics, and reporting, replacing manual processes.
- Built AI-assisted draft generation workflows using **GPT-4 Turbo** within a fraud case management platform, streamlining case preparation for draft executives.

Freelance Full-Stack Developer

Jan 2023 – Present

Self-Employed

Remote

- Delivered custom CRM systems, business automation tools, and internal dashboards for clients across multiple industries.
- Built applications using Laravel, PHP, MySQL, JavaScript, Node.js, and Linux-based deployment environments.
- Handled complete project lifecycle including architecture, development, deployment, server administration, and ongoing maintenance.
- Integrated payment gateways, REST APIs, WhatsApp automation, authentication systems, and reporting workflows.

Software Developer Intern

Jan 2024 – Jun 2024

75Way Technologies Pvt. Ltd.

Mohali, Punjab

- Built and shipped **EZ-Uploader** (Shopify app) end-to-end - a product personalization and order processing platform for SuperDTF, a Canada-based printing company.
- Developed full-stack data visualization platform (Next.js, Node.js, PostgreSQL) and REST APIs for business analytics dashboards.

PROJECTS

- PlanEasy** - Visa agency CRM/HRM with lead management, staff task tracking, scheduling, and workflow automation.
- ORA E-Card** - Custom e-commerce platform with order management, e-wallet, referral system, and customer workflows.
- PSF World** - Investment portal for a poultry farming business with investor onboarding, reporting, and operations workflows.

TECHNICAL SKILLS

Languages & Frameworks: Node.js, TypeScript, Next.js, React, PHP, Laravel, Python

Databases & Search: PostgreSQL, MySQL, MongoDB, Redis, Elasticsearch

Messaging: RabbitMQ

Infrastructure & DevOps: AWS (EC2, S3, Lambda), Linux, Nginx, Docker, HAProxy, CI/CD

Systems & Architecture: REST APIs, WebSockets, VoIP/SIP, FreeSWITCH, HLS Streaming, FFmpeg, Event-Driven Systems

OPEN SOURCE

- Merged PRs into **BookStack** (18.8k ★) and **Bagisto** (27.3k ★) - UI fixes, API error handling, and database installer hardening.
- Contributed to **laravel-datatables** (4.9k ★) and **pokio** (763 ★) - security fixes, magic method support, and async runtime improvements **and many more**.

EDUCATION

B.Tech in Information Technology, Seth Jai Parkash Mukand Lal Institute of Engineering & Technology

2024