

Sachin Kushwaha

Software Developer

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SUMMARY

Software Developer & AI Automation Specialist Results-driven Software Developer with 3+ years of experience building enterprise CRMs, web applications, and business workflows using Python, PHP, Laravel, Docker, FastAPI, and Django. Specialized in integrating Generative AI and Agentic AI solutions using Open Claw, OpenAI GPT-4, Claude, LangChain, CrewAI, and LangGraph. Proficient in AI workflow automation with n8n, Make, and Zapier, and experienced with Zoho suite including Zoho CRM, Zoho Book, Zoho Creator, Zoho Catalyst and Zoho Desk for end-to-end business automation. Experienced with vector databases including Pinecone and ChromaDB. Passionate about helping businesses automate processes, reduce bottlenecks, and scale intelligently through cutting-edge AI systems.

PROFESSIONAL EXPERIENCE

02/2023 – Present
Agra, Uttar Pradesh

Yugox

Software Developer

- Built an AI Agent for a US-based client using Open Claw and LangChain, enabling autonomous task execution, lead qualification, and intelligent response handling to streamline sales operations for Real Estate business.
- Designed and deployed a Zoho CRM automation solution for a Canada client, integrating Zoho Book with Quick Book and Create app using Zoho Creator to automate lead management, follow-up reminders, and deal pipeline tracking and migrate data from other CRM to Zoho.
- Developed and implemented a Gemini Live Chat Application For TCS using PHP and Rest API with Team.
- Designed and implemented a Sona comstar Railway CRM with Team.
- Implemented Functionality of Automation in live chat example: auto call, auto track contact.
- Developed automation applications using PHP and Python for various projects.
- Created full-stack web applications using HTML, CSS, PHP, JavaScript, and MySQL.
- Created and maintained RESTful APIs for third-party integrations.
- Troubleshoot and resolved software issues in a timely manner to improve functionality.
- Collaborated with product managers and designers to gather requirements, define technical specifications, and deliver usercentric software solutions.
- Created and maintained detailed technical documentation for systems, APIs, and design patterns.
- Managed software development projects from inception to deployment, including planning, tracking, and risk mitigation.
- Monitored and analyzed system metrics using Prometheus and Grafana to ensure optimal performance and identify potential issues.

08/2022 – 01/2023
New Delhi, Delhi

CRSPL Technologies

Python Developer

- Collaborated with team members to troubleshoot software issues and improve functionality.

- Developed automation systems in Python for data processing and monitoring.
- Designed and implemented web solutions to enhance software performance and reliability.

EDUCATION

Mathura,
Uttar Pradesh **BCA**
Sanskriti University

Gurugram, Haryana **MCA**
Gurugram University

SKILLS

Frontend Development

- React.js
- JavaScript
- TypeScript
- Responsive Web Design
- React Router
- Redux / Redux Toolkit
- Next.js
- Vite
- AJAX
- jQuery

CRM Development

- Vtiger CRM
- Zoho CRM
- Odoo CRM
- Zoho One
- CRM API Integration
- CRM Configuration
- Custom Module Development
- CRM Webhooks
- Zoho Creator
- Zoho Analytics
- Zoho Books
- Zoho Inventory

DevOps

- Docker
- Linux
- Git
- AWS
- cPanel
- CI/CD
- Nginx
- Server Deployment
- SSL/TLS
- DNS

Backend Development

- Python
- PHP
- Laravel
- CodeIgniter
- Django
- FastAPI
- Node.js
- WebSockets
- Cron Jobs

API & Integration

- REST API
- FastAPI
- RESTful API
- API Integration
- Webhooks
- API Authentication
- JWT
- OAuth 2.0
- Postman
- Swagger / OpenAPI
- Third-Party API Integration
- Payment Gateway Integration
- Google APIs
- WhatsApp Business API

Development Tools

- VS Code
- Postman
- Swagger
- GitHub
- phpMyAdmin
- MySQL Workbench
- pgAdmin
- Docker Desktop

Database

- MySQL
- PostgreSQL
- MariaDB
- MongoDB
- SQL
- Database Design
- Query Optimization
- Database Migration

AI / Generative AI

- Artificial Intelligence
- Generative AI
- Agentic AI
- LangChain
- OpenCLAW
- AI Agents
- LLM Integration
- Prompt Engineering
- OpenAI API
- Gemini API
- AI Automation
- AI Chatbots

Automation

- Workflow Automation
- Business Process Automation
- API Automation
- CRM Automation
- AI Automation
- Email Automation
- WhatsApp Automation
- Notification Automation

LANGUAGES

English

4/5

Hindi

5/5

PROJECTS

Loanwise CRM and Portal Application

Loan CRM and Portal for US based Client

- Developed a comprehensive **Loan Management CRM and Customer Portal** to streamline loan origination, processing, servicing, and portfolio management.
- Designed and implemented **role-based dashboards** for operators, administrators, and customers to provide real-time visibility into loan portfolios and activities.
- Managed complete loan lifecycle workflows including **loan application, credit assessment, approval, funding, repayment, and closure**.
- Integrated **customer and loan data** with centralized CRM modules for efficient tracking, reporting, and operational management.
- Developed modules for **loan products, credit limits, funding, outstanding amounts, repayments, documents, and customer records**.
- Implemented **automated notifications, alerts, task management, and workflow-based actions** to improve operational efficiency.
- Built interactive **reports and dashboards** for monitoring portfolio performance, loan status, outstanding balances, and key business KPIs.
- Implemented secure **authentication, authorization, and role-based access control (RBAC)** for CRM and portal users.
- Integrated **REST APIs and third-party services** to enable seamless data exchange between the CRM, portal, and external systems.
- Optimized application performance, database queries, and backend processes for a scalable and reliable loan management platform

Gemini Live Chat

GeM real-time Live chat Application

- Designed and developed a real-time live chat application integrating GeM Government portal for intelligent conversation support.
- Implemented WebSocket for real-time two-way communication between users.
- Built user authentication and session management to enable secure chat access.
- Implemented features of Auto close chat and auto assign to agent and also implement the ticket creation system.
- Implemented the report generation system in application with full chat description.
- Integrated Gemini API for AI-powered responses, context handling, and natural language interaction.
- Designed a scalable backend (Node.js and PHP) with REST APIs for chat data management.
- Developed an intuitive frontend UI/UX for seamless chat experience (React).
- Implemented message storage and retrieval using a database (MySQL).
- Added features like typing indicators, online status, and message delivery receipts for better user engagement.
- Optimized application for performance and low-latency response times.

Sona BLW Precision Forgings Limited

Railway Product Ticket Management System

- Developed and deployed a Railway Product Ticket Management System named Sonacomstar to streamline ticketing and product support workflows with Team.
- Implemented ticket creation, assignment, and tracking modules for efficient issue resolution.
- Designed role-based user access and authentication to manage Complaint Registrar, service Engineer, HOD, CO, DO, etc.
- Integrated real-time notifications and status updates to improve response times and transparency.
- Built a centralized product catalog and ticket linking system for better asset and service management.
- Implemented Automated Email Feature to assigned user.
- Automated ticket prioritization and escalation workflows to minimize downtime and delays.
- Implemented reporting and analytics dashboards for monitoring ticket volumes, resolution times, and performance metrics.

- Optimized system performance to handle concurrent users with low latency.
- Deployed the solution on on-premises infrastructure, ensuring reliability and data protection.
- Enhanced user experience with an intuitive interface for railway employees and customers.

One Source – Unified Business Automation Platform

Zoho Ecosystem

- Designed and implemented Zoho CRM workflows to automate end-to-end business processes such as lead management, opportunity tracking, invoicing, and approvals.
- Migrated high-volume data from multiple external applications into Zoho using REST APIs, ensuring data accuracy, validation, and consistency.
- Developed and maintained API integrations between Zoho and third-party applications for real-time and batch data synchronization.
- Integrated Zoho Books with QuickBooks, enabling seamless synchronization of customers, invoices, payments, and accounting data.

Configured Zoho Books modules including:

- Inventory Management
- Invoices and Credit Notes
- Customers and Vendors
- Opportunities to Finance Flow
- Implemented inventory tracking and stock automation within Zoho Books to align sales, purchase, and accounting operations.
- Built custom business applications using Zoho Creator to handle processes not covered by standard Zoho modules.

Zoho Analytics Business Intelligence

- Developed interactive **business intelligence dashboards and reports** using Zoho Analytics for data-driven decision-making.
- Integrated data from **multiple sources** and consolidated it into a centralized analytics environment.
- Designed **custom dashboards, KPIs, charts, and visual reports** based on business requirements.
- Implemented **data visualization and performance tracking** to identify trends, patterns, and key business insights.
- Configured **scheduled reports and automated alerts** to ensure timely delivery of critical business information.
- Created **predictive analytics and forecasting reports** to support business planning and future decision-making.
- Performed **data transformation, cleansing, and analysis** to improve reporting accuracy and consistency.
- Optimized dashboards for **easy interpretation of business metrics** by management and stakeholders.
- Collaborated with stakeholders to understand reporting requirements and translate them into actionable analytics solutions.
- Used Zoho Analytics to monitor **business performance, trends, KPIs, and operational metrics** through centralized dashboards.

Law Firm Zoho Application

Lawyer's and their Cases Management System

- Designed and implemented a custom Zoho CRM application tailored for law firm operations.
- Automated client intake, case tracking, and document management workflows within Zoho.
- Developed custom modules for case management, appointments, contracts, and billing.
- Configured Zoho Creator using Deluge scripts to automate repetitive legal processes.
- Integrated Zoho Books and Zoho Invoice for streamlined billing and payment tracking.
- Set up email automation, reminders, and follow-ups for client communications.
- Built dashboards and reports for case status, lawyer productivity, and client analytics.
- Implemented role-based access to ensure secure handling of sensitive legal data.
- Integrated third-party tools (DocuSign, Google Workspace, Outlook) with Zoho for smooth workflow.

ConnectPro

Intelligent Lead Engagement and CRM Automation Platform

- Designed and developed an automation platform for lead generation and client engagement.
- Implemented auto email campaigns with follow-up sequences to increase conversion rates.
- Integrated WhatsApp Business API for automated customer messaging and instant updates.
- Built auto-calling functionality for reminders, promotional campaigns, and lead nurturing.
- Automated lead capture from multiple sources (web forms, CRM, social media) into a centralized system.

- Configured smart workflows to trigger actions (email, WhatsApp, call) based on lead behavior.
- Integrated with CRM systems (Vtiger) for seamless lead management.
- Developed reporting dashboards to track campaign performance, response rates, and ROI.

Real Estate AI Agent — US Client

Tech Stack: Python · OpenAI claw · LangChain · REST APIs · Vector Database

- Designed and developed a fully autonomous AI Agent for a US-based Real Estate client to manage complete business operations through natural language commands.
- Built the agent using Open claw and LangChain, enabling it to interpret user commands and execute multi-step tasks without any human intervention.
- Implemented autonomous lead qualification workflow, allowing the agent to evaluate and filter incoming leads automatically.
- Automated client follow-ups, property inquiries, and appointment scheduling entirely through agent commands.
- Integrated third-party APIs to enable real-time property listing fetching and dynamic data retrieval.
- Connected agent with CRM system to auto-update deal pipelines, contact records, and lead statuses on every interaction.
- Enabled automated client communication including emails and follow-up messages triggered by agent decisions.
- Reduced manual workload significantly by allowing every core business operation to be executed through a single command-driven AI system.
- Delivered a scalable and intelligent solution that improved overall operational efficiency for the client's real estate business.

Zoho CRM & Zoho Books Automation

Zoho CRM · Zoho Books · Zoho Creator · QuickBooks · REST APIs · Deluge

- Designed and deployed a complete Zoho CRM automation solution for a Canada-based client to streamline their sales and financial operations.
- Integrated Zoho Creator to build custom business workflows for automating lead management, follow-up reminders, and deal pipeline tracking.
- Performed full data migration from QuickBooks to Zoho Books, ensuring accurate transfer of invoices, expenses, customer records, and financial transactions.
- Mapped and synchronized QuickBooks financial data with Zoho Books to maintain data consistency and eliminate duplicate records.
- Configured Zoho Books for automated invoicing, payment tracking, and expense management tailored to the client's business needs.
- Integrated Zoho CRM with Zoho Books to create a unified system where sales deals and financial records are automatically linked and updated.
- Built custom API connections between QuickBooks and Zoho Books to ensure seamless and error-free data flow during and after migration.
- Validated and reconciled all migrated financial data to ensure 100% accuracy post-migration with zero data loss.
- Reduced manual data entry and financial reporting time significantly by automating the entire workflow between CRM and accounting systems.

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