



Vaibhav Upadhyay

Software Developer

As a passionate Software Developer with 2.5 years of professional experience, currently working at CRM Masters Infotech LLP. I specialize in Zoho product implementation, third-party integrations, and full-stack development, and am recognized for delivering scalable automation and client-focused solutions.

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🔄 github.com/vaibhavupadhyay

EDUCATION

Bachelor of Technology

Abdul Kalam Technical University, Lucknow U.P

08/2017 - 08/2021

Higher Secondary Education

G.I.C Inter College, Jhansi U.P

06/2016 - 06/2017

WORK EXPERIENCE

Software Engineer

CRM Masters Infotech LLP

04/2023 - Present

Gurugram

Achievements

- **Zoho Expertise:** Hands-on experience with Zoho CRM, Books, People, Recruit, Desk, SalesIQ, PageSense, Forms, and Deluge scripting
- **Full Stack Development:** Built responsive interfaces and robust backend systems using HTML, CSS, JavaScript, Node.js, MongoDB, and REST APIs.
- **Third-Party Integrations:** Integrated Google Ads, social media platforms, Zoho PageSense, and payment gateways to enhance marketing and workflow efficiency.
- **Data Management:** Designed structured databases using MongoDB and Zoho tools for reporting and performance optimization.
- **Automation & AI:** Developed AI-powered chatbots and workflow automations that improved customer engagement and internal efficiency.
- **Client Success & Support:** Played a key role in client onboarding, requirement gathering, and delivering tailored solutions to meet business goals.

Full Stack Intern

TimesPro

08/2022 - 01/2023

Remote

Achievements

- **Frontend Development:** Created responsive and user-friendly web interfaces using HTML, CSS, JavaScript, and modern frameworks.
- **Backend Implementation:** Developed robust server-side logic and RESTful APIs using Node.js to support application functionality.
- **Database Handling:** Assisted in designing and managing data models for optimized performance and structured storage.
- **Testing & Debugging:** Conducted unit and integration testing to ensure code reliability and minimize bugs.
- **Analytical Thinking:** Interpreted project requirements, identified potential challenges, and proposed effective technical solutions.

SKILLS

HTML

CSS

Javascript

Client Script

Widget

Deluge

Zoho CRM

Zoho Form

Zoho SalesIQ

Page Sense

Zoho Desk

Zoho Booking

Zoho Books

Zoho People

Zoho Payroll

Zoho Recruit

REST API

MongoDB

SQL

Postman

Third-Party Integrations

PROJECTS

Attendance Management System

- Developed a web-based attendance system using JavaScript and REST APIs.
- Integrated Zoho Books API to fetch data and generate invoices dynamically.
- Created modules for employee and attendance tracking with Field Details.
- Designed a user-friendly interface for seamless data flow and usability.

Shree Vishnu Finance

- Implemented Zoho People, Payroll, and Recruit modules for the HR process.
- Customized Zoho CRM for lead management, sales tracking and automation.
- Integrated REST APIs to push data between Zoho CRM and the loan system.
- Set up and configured Zoho Books for financial operations and invoicing.
- Created custom field validations using Client Scripts in Zoho CRM.

Orientbell AI Chatbot

- Built an AI-powered chatbot using Deluge scripting to boost user efficiency.
- Automated data organization & validation in real-time using CRM integration.
- Integrated PageSense to track behavior and monitor chatbot performance.
- Integrated ChatGPT APIs to retrieve knowledge base for dynamic responses.

Tiny Email

- Configured and customized Zoho CRM to align with business requirements.
- Set up and optimized Zoho Desk for streamlined support ticket management.
- Designed and implemented Zoho Pagesense for website tracking.
- Integrated and configured Zoho SalesIQ AI chatbot for the website.

ACHIEVEMENTS

Employee of the Month – February 2024

Recognized for outstanding contributions in delivering an AI-powered chatbot that enhanced client engagement.

Top Performer – Full Stack Development Program

Scored 80% in the TimesPro Full Stack Development Training Program, demonstrating strong proficiency in the MERN stack.

Academic Achievement – B.Tech Final Year

Secured 91% in the final year, showcasing strong technical understanding and academic consistency.

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency