

SHIVAM GAUR

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PROFESSIONAL SUMMARY

Full-Stack MERN Developer with hands-on production experience building multi-tenant enterprise platforms serving real users. Specialized in real-time systems (Socket.io), scalable REST APIs, and secure multi-role authentication. Delivered measurable backend optimizations – 30% faster API response times and 80% reduction in API overhead – across CRM, project management, and news platforms.

TECHNICAL SKILLS

- **Languages:** JavaScript (ES2022+), TypeScript
- **Frontend:** React.js, Next.js (App Router, SSR/SSG), React Native, TailwindCSS, ShadCN, Material UI, Redux Toolkit, RTK Query, Zustand
- **Backend:** Node.js, Express.js, REST APIs, Socket.io, WebSockets, IMAP/SMTP, Nodemailer, Cloudinary, JWT, RBAC
- **Databases & Caching:** MongoDB, PostgreSQL, Redis, Mongoose, Prisma, Drizzle
- **DevOps & Infrastructure:** Docker, Nginx, KVM4 VPS (Ubuntu Server), CI/CD (GitHub Actions, Vercel), Cron Jobs, Expo
- **Tools & Platforms:** Git, GitHub, Vercel, Render, Railway, Postman

PROFESSIONAL EXPERIENCE

Bitmax Technology

Greater Noida, India

MERN Stack Developer

Sep 2025 – Present

- Architected and maintained 20+ REST API endpoints for an enterprise CRM platform using Node.js, Express, MongoDB, and Socket.io, supporting JWT-based authentication and multi-level RBAC for 5 user roles across concurrent client tenants.
- Reduced API response times by **30%** on high-traffic endpoints through compound indexing, query restructuring, and MongoDB aggregation pipeline optimization, directly improving platform responsiveness for production users.
- Managed deployments via GitHub Actions and Railway, with production services hosted on KVM4 Ubuntu VPS managed through Nginx reverse proxy.

TECHNICAL PROJECTS

Chat CRM – Enterprise Multi-Tenant CRM Platform

[\[Live\]](#)

- Built a production-grade **multi-tenant CRM** using React.js, Node.js, and MongoDB, featuring **real-time live chat** via Socket.io and a complete **Email Ticketing** pipeline using IMAP/SMTP integration with Nodemailer.
- Implemented **granular RBAC** across 5 roles (Super Admin to Agent) with dedicated dashboards per role, QA evaluation workflows, and agent performance analytics visualized using Recharts.
- Developed advanced **workforce modules**: geo-cam attendance verification, IP-based access control, automated shift scheduling, and salary invoice auto-generation – reducing manual HR overhead for clients.

Enterprise Kanban System – Real-Time Project Management Tool

[\[Live\]](#)

- Architected a **multi-tenant Kanban platform** using React.js and Node.js with **real-time drag-and-drop** board sync powered by Socket.io and **Redis pub/sub** for low-latency cross-client updates.
- Implemented secure **JWT authentication** with invite-code-based team registration and **RBAC** across 5 distinct roles, ensuring strict data isolation between tenants.
- Built a responsive UI with **ShadCN** and **TailwindCSS**; integrated **Cloudinary** for file attachments and **RTK Query** for optimized server-state caching and data fetching.

AP News – Scalable Multilingual News Platform

[\[Live\]](#) [\[GitHub\]](#)

- Built a **multilingual news platform** using **Next.js** with **SSR**, dynamic OG metadata, and **JSON-LD SEO** markup – achieving strong Core Web Vitals (**LCP <2.5s**).
- Engineered a **Redis caching** layer reducing API overhead by **80%**; secured with **Helmet.js**, rate limiting, and strict **CORS** policies.
- Deployed on **KVM4 Ubuntu VPS** behind **Nginx** with automated **SSL renewal**.

EDUCATION

GNIOT Institute of Technology

Greater Noida, India

Bachelor of Computer Applications (BCA)

2022 – 2025