

SUBHAM BOSE

Technical Support Engineer | Backend Developer | MERN Stack Developer

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SUMMARY

Technical Support Engineer and Backend/Full-Stack Developer skilled in Node.js, Fastify, MongoDB, Redis, Kafka, React.js, and Next.js, with experience building scalable full-stack and real-time applications and troubleshooting production systems. Built multiple AI, fintech, and distributed system projects including an AI grievance platform for the Arunachal Pradesh PHED and a distributed expense management system. Google IT Support Professional Certificate and Prompt Engineering certification holder, passionate about building real-world products and eager to contribute to startups developing scalable technology from scratch.

TECHNICAL SKILLS

- **Programming:** JavaScript, Python, Java, PHP, C
- **Frontend:** HTML, CSS, React.js, Tailwind CSS, Bootstrap, Shadcn
- **Backend & APIs:** Node.js, Express.js, Fastify, REST APIs, WebSockets, Webhooks, API Integration, JWT Authentication, crypto-js
- **Databases, Messaging & AI:** MongoDB, MySQL, Redis, Apache Kafka, Ollama, Gemini API, Pandas, NumPy, Scikit-learn, Matplotlib, Power BI, Tableau
- **DevOps, Tools & Systems:** Git, GitHub, Postman, CI/CD, Azure, Nginx, Vercel, Netlify, System Troubleshooting, Networking, OS Installation, Command Line, PowerShell, Ticketing Systems

EXPERIENCE

Maxbridge Solutions LLP.

Itanagar(On-Site)

Technical Support Engineer

01/2026 - Present

- Provided technical support for software and IT systems, diagnosing and resolving issues to maintain operational stability.
- Diagnosed user-reported problems and delivered timely solutions to maintain service quality

Norlox Solutions Pvt. Ltd.

Kolkata(On-Site)

US IT Recruiter

10/2025 - 11/2025

- Coordinated technical hiring processes, improving knowledge of IT roles, skills, and industry tools
- Managed end-to-end recruitment, improving candidate pipeline efficiency and client satisfaction

PROJECTS

Samadhan AI – Government AI Grievance Resolution System (Arunachal Pradesh)

Itanagar

Tech Stack: Next.js, Node.js, Python, MongoDB, Gemini API, Twilio, LiveKit, Redis, Nginx, Azure

03/2026

- AI grievance system for Arunachal Pradesh PHED using Next.js, Node.js, Python, Twilio, and LiveKit (AI chat + automated voice calling).

CashMate – Expense Splitting & Chat Web App

Howrah

Tech Stack: Next.js, Node.js, MongoDB, Redis, Kafka, Cloudinary, Nginx, Vercel

08/2025

- Web app to track income/expenses, chat with users, create travel groups, split shared expenses with the group members, manage bills, and generate monthly financial reports.

A.R.I.S.E AI – Personal AI Assistant

Howrah

Tech Stack: Python, React, Electron, APIs, Ollama (Local LLM & Embeddings)

09/2025

- Voice-controlled desktop AI assistant with speech-to-text and text-to-speech capabilities that executes system commands, opens files/apps/websites, automates local tasks, and supports voice recognition to identify and respond only to its authorized user.

Aurora – Mental Wellness Support App

Howrah

Tech Stack: Kotlin, Fastify, MongoDB, OAuth, AI Chat APIs

02/2026

- Mobile mental health platform enabling mood tracking, journaling, breathing exercises, AI counselor and companion chat, calming music playback, and panic mode that alerts trusted contacts and provides nearby emergency services and hospital information.

INTERNSHIP

InternPe

WebDeveloper Internship

Howrah(Online)

08/2025 - 10/2025

- Completed 5+ real-world projects using HTML, CSS, and JavaScript

GAMEONIX ESPORTS

Kolkata(Hybrid)

Backend Developer Internship

04/2025 - 06/2025

- Developed and optimized backend systems using PHP and MySQL, improving performance by 30%.

EDUCATION

Brainware University

Kolkata

Bachelor of Computer Applications | SGPA : 9.30/10 (≈88.28%)

05/2023 - Present

Uttarpara Government High School (WBCHSE)

Hooghly

Higher Secondary Examination (Commerce) | Percentage : 89%

02/2021 - 03/2023

Ramakrishna Vivekananda Mission, Barrackpore (WBBSE)

North 24 Parganas

Secondary Examination | Percentage : 77%

02/2015 - 01/2021

CERTIFICATIONS

Google IT Support Professional Certificate

Prompt Engineering Certificate

LANGUAGES

English : Proficient

Hindi : Proficient

Bengali : Native