HARSH JOLAPARA

Software Developer - Full Stack (MERN) | AWS Cloud | CCaaS (Amazon Connect & Lex) | AI Agent Development

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LinkedIn | GitHub | Stack Overflow | Medium | Portfolio

PROFILE

Software Engineer with 2.5+ years of experience specializing in full-stack development, cloud (AWS), CCaaS (Amazon Connect), and AI agent development. Holds a B.Tech in Information & Communication Technology (9.3 CGPA, Marwadi University, Rajkot). Currently working at Digiclarity, LLC as a Software Engineer, and is also a patent and copyright holder for the GetSetWork application and the Smart Dustbin project. Open to opportunities in cloud, full-stack, CCaaS, and AI-driven development. Recently Certified AWS Cloud Practitioner and actively learning new things.

PROFESSIONAL EXPERIENCE

Software Developer - Full Stack + AWS
Jan 2024 - Present

Prominent Pixel / Digiclarity, LLC - Rajkot, Gujarat

- Working with Contact Center as a Service (CCaaS) technologies on AWS, including Amazon Connect - designing Connect flows, managing queues and routing profiles, and integrating with AWS Lambda, Lex bots, and chat/call services.
- Working as a full-stack developer on AWS-based cloud technologies - using JavaScript, React, and Tailwind CSS on the frontend, NodeJS on the backend, and Python for some Lambda microservices.
- Handling backend integration and deployments on AWS with Lambda, EC2, S3, and API Gateway; using CloudFront with S3 for React deployments, DynamoDB for NoSQL data, and RDS (PostgreSQL) for SQL data. Also worked with Parameter Store, Secrets Manager, and Lex, along with IAM roles, policies, and permissions for access management.
- Built an Advance Search AI chatbot that summarizes contact center data from a Snowflake data warehouse, used by business teams for data analytics.

Industrial Projects - Flutter / MERN Stack
Jan 2023 - Jul 2023

Freelance / College

- Worked as a Flutter developer and MERN-stack developer on industrial application project.
- Integrated Flutter App with backend of the API which is connected with Raspberry Pi and real machines.

PHP/Laravel Web Developer Intern
Mar 2022 - Jul 2022

3G Tech Solutions - Rajkot, Gujarat

- Worked as a PHP/Laravel developer intern on a hospital management project, gaining hands-on experience in Laravel, frontend and backend development, database fundamentals, and web development.

COMPANY PROJECTS

Airline IVR and Agent Desktop (JetBlue)
May 2024 - Present

- Worked on a U.S. domestic airline project - building IVR flows, queues, and routing profiles with Amazon Connect, and an agent desktop platform with ReactJS, NodeJS, and AWS for managing customer interactions.
- Implemented a daily activity dashboard and real-time reports on queues, routing profiles, and agents, and integrated the Amazon Connect CCP panel for call handling.
- Provided managers with daily and real-time reports using Connect APIs - gaining extensive experience across AWS services, backend technologies, Amazon Connect, and Lex bots.

Call Categorization / AI Chatbot (AWS Bedrock) (JetBlue) — May 2024 - Present

- Worked with AWS Bedrock for incoming contact-center call analysis, including prompt engineering and architecture using S3, Lambda, prompt management, and IAM, among other services.
- Used Claude and Nova models via Bedrock for call categorization, and also worked on a call-based voicebot.

Hotel Agent Report Management (Hilton) — Feb 2024 - Apr 2024

- Built a project for an international hotel management company that lets agents view daily customer reports, deepening core React and NodeJS skills.

PERSONAL PROJECTS

BhagvadgitaGPT (Ask Krishna GPT) — Jan 2025

A GPT-based Bhagavad Gita Q&A app with a Flask API backend and a React/TypeScript (Vite) web frontend, plus a companion Flutter app. Uses a Sentence-Transformer model and a Mistral AI generative model.

Live Demo | GitHub - Flask API | GitHub - Flutter App

Government Document Management — Mar 2024

A B.Tech final-year MERN-stack website with Firebase authentication and storage, plus a companion Flutter app that verifies documents via QR-code scanning.

GitHub - Web App | GitHub - Flutter App

HJ Donation

A donation platform for underprivileged individuals to receive old clothing and items, built with Entity Framework and MSSQL, with an admin panel.

GitHub

Student Interest Subject Choice Chatbot (NLP) — Mar 2023

An NLP-based AI chatbot that helps ICT department students select elective subjects based on their described interests.

GitHub

Get Set Work — Mar 2023

A Flutter + Firebase app connecting job seekers and companies, with OTP verification and Google Ads integration (copyrighted work).

GitHub

Play Store Apps — Mar 2023

Shreemad Bhagavad Gita App (Flutter, Hindi/English) and Enterprise Friend App, both published on the Play Store.

Shreemad Bhagavad Gita App | Enterprise Friend App

PATENTS & COPYRIGHTS

Copyright - GetSetWork Application

A job-seeking platform connecting job seekers and companies using Flutter and Firebase, featuring OTP verification, Google Ads, and real-time listings.

Copyright Certificate

Patent - Smart Dustbin

An IoT-based smart dustbin system that automates waste management and notifies authorities when full.

Patent Certificate

TECHNICAL SKILLS

Languages: JavaScript, TypeScript, Python, Dart (beginner)

Frameworks/Libraries: ReactJS, NodeJS, Flutter

Databases: PostgreSQL, DynamoDB (NoSQL), MongoDB (NoSQL)

CCaaS (Amazon Connect & Lex): Amazon Connect, Amazon Lex

AWS: Lambda, S3, CloudFront, API Gateway, SES, Pinpoint, EC2, RDS, DynamoDB, Lex, Secrets Manager, Parameter Store, Amazon Location Service, Bedrock

Other / Beginner-level: Docker, Terraform, Flask

SOFT SKILLS

Problem-solving, leadership, written communication, documentation

EDUCATION

B.Tech, Information & Communication Technology Engineering - Marwadi University, Rajkot
CGPA: 9.3 | 2020 - 2024

H.S.C - S.K.P. School
80% | 2018 - 2020

S.S.C - Ankur Vidhyalaya
91% | 2017 - 2018

CERTIFICATIONS

- AWS Certified Cloud Practitioner - Amazon Web Services (Feb 2026, expires Feb 2029) Verify
- AWS Knowledge: Amazon Connect Communications Specialist - Training Badge, Amazon Web Services (May 2026) Verify
- ISRO Space Start Program - ISRO (Aug 2023) Certificate

TRAINING & COURSES

- Fundamentals of MCP & MCP Automation in Production - Hugging Face (Mar 2026) Verify
- Machine Learning with Python - Cognitive Class (IBM) Certificate
- Student Interest Group - Leadership, Goal Setting and Change Management Certificate
- Google Kickstart Event - Participation (2022)

ACHIEVEMENTS

- Runner-up - Aazadi Ka Amrit Mahotsav SSIP Hackathon, SSIP Gujarat (2022) Certificate
- Google Cloud Ready Facilitator Program - 3rd Milestone, Google Certificate

INTERESTS

Watching movies, watching & playing cricket, cycling