

# Gnana Moorthy

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## Skills

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**Languages:** JavaScript, TypeScript, SQL, HTML, CSS

**Technologies:** ReactJs, NodeJs, ExpressJs, NestJs, AWS

**Tools:** VsCode, PostMan, GitHub, SVN, Jira, MondayBoard

## Experience

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**SrinSoft Technologies**, Junior Programmer Analyst June 2023 – Current

- Developed and maintained end-to-end web applications using React.js, Node.js, Express.js, Nest.js, AWS and PostgreSQL.
- Designed RESTful APIs and integrated them with modern frontend frameworks for seamless communication.
- Optimized backend performance with query tuning, and API response improvements.
- Collaborated with designers, testers, and product teams in an Agile/Scrum environment.
- Managed version control using Git and GitHub, with regular code reviews.
- Handled error tracking and monitoring through tools like Swagger and Postman for API testing.
- Deployed scalable web applications using AWS (lambda), ensuring high uptime and performance.
- Successfully launched 5+ full-stack web projects, increasing client engagement and user satisfaction.

## Projects

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### HelpDesk - Ticket Tracking Application

*Full-Stack Project | React.js, Node.js, Nest.js, PostgreSQL*

- Implemented and monitored a full-stack IT support ticket tracking system to streamline issue reporting, assignment, and resolution within corporate environments.
- The platform enables employees to raise technical support requests, track progress in real-time, and communicate directly with IT administrators.
- Took overall responsibility from requirement gathering to deployment, designing RESTful APIs, implementing secure authentication, and creating a responsive UI.
- Improved IT issue resolution efficiency by 45% through optimized workflows and analytics dashboards.

### Eagle Tele Services - Case Management Application

*Full-Stack Project | React.js, Node.js, Express.js, AWS Lambda, PostgreSQL*

- Built and supported the core case management platform powering Eagle Tele Services roadside assistance operations.
- Enabled call center agents and supervisors to manage dispatch workflows and access real-time case updates and customer/vendor interactions.
- Took full ownership from requirement gathering to deployment, integrating AWS Lambda for automated workflows and scalable backend functions.
- Improved operational efficiency by 40%, reduced manual task time by 35%, and enhanced response accuracy by 25% through workflow optimization and real-time data handling.

## Education

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**QSpiders**, Full Stack Web Development 2022 – 2023

**Paavai College of Engineering (B.E)**, Automobile Engineering 2018 – 2022