Kathiravan.R

✉ kathiravanr1520@gmail.com / +91 8883939533 / Chennai

github.com/Kathiravan15 / linkedin.com/in/kathiravan-9a3b2727a

Professional Summary

Results-driven Software Developer with 2+years of experience specializing in MERN stack development and cross-platform mobile application development using React Native. Skilled in designing and building scalable web and mobile solutions, with a strong focus on performance optimization, user engagement, and seamless user experiences. Proven ability to deliver robust applications for both consumer and enterprise environments, streamlining processes and enhancing overall product efficiency.

Skills & Technologies

- **Languages & Scripting:** JavaScript (ES6+), TypeScript, HTML, CSS, SQL
- **Frontend:** React.js, React Native, Redux, React Hooks
- **Backend:** Node.js, Express.js, Fastify
- **Databases:** MongoDB, SQL
- **API Development:** RESTful APIs
- **Tools & Frameworks:** Git, Postman, VS Code, NPM/Yarn
- **Methodologies**: Agile, Scrum

Work Experience

Full Stack Developer,
Worktual Innovations Pvt Ltd , Chennai
July 2023 – Present

- Developed and deployed a **browser-based application using React.js and TypeScript**, increasing user engagement by **20%**.
- Designed **scalable RESTful APIs** and integrated **real-time communication with WebSockets**, reducing response time by **30%**.
- Built and optimized **CCaaS web and mobile applications** on the **MERN stack**, improving customer satisfaction by **15%**.
- Collaborated in an **Agile/Scrum team** to enhance **agent workflows and customer interactions**.

Technologies Used:
JavaScript, TypeScript, ReactJS, NodeJS, React Native, Redux, REST APIs, Chart.js, Socket.io, Nodemailer

Project Work :
  CCaaS – Contact Center as a Service:

- Customer Satisfaction Tracking (CSAT)
  - Implemented CSAT tracking in backend APIs to measure and monitor service quality.
- Dashboard Module
  - Built admin, supervisor, and agent dashboards with role-based insights and analytics.
- Broadcast Messaging
  - Developed broadcast messaging features in backend APIs
- Notifications
  - Implemented CCaaS Bell Notifications across all communication channels for real-time updates.
- Reporting & Analytics
  - Designed and integrated reporting and analytics modules in backend APIs and WebSocket streams.
  - Enabled real-time insights into – Customer interactions , Agent Performance.

CCaaS Mobile App:

- Cross-Platform Development
    - Developed a cross-platform mobile application using React Native, ensuring seamless access on both iOS and Android devices.
- Real-Time Communication
    - Integrated SMS and Email modules for real-time customer communication directly within the mobile app.
- Agent Assist (AI-driven Support)
    - Implemented Agent Assist features to provide AI-driven suggestions and improve agent efficiency during customer interactions.
- Agent Workspace (Chat Interface)
    - Built the Agent Workspace for SMS & Email using WebSocket for live, real-time conversations.
    - Enabled agents to send, receive, and manage customer chats effectively within the app.

CVM – Customer Volume Management

A web application designed to manage and optimize customer volumes across multiple communication channels.

- **AI Pilot Features** – Developed AI-driven decision-making features for intelligent handling of customer volumes.
- **Customer Profile Management** – Implemented modules to track, analyze, and manage customer interactions and history.
- **Configurable Settings** – Built settings modules that provide flexibility for administrators and agents to tailor the platform.
- **Full-Stack Development** – Contributed to both frontend and backend, integrating real-time communication and data synchronization via Web-Sockets.

Worktual Sam – (Summaries, Analysis, Memories)

A smart meeting assistant platform that automatically captures conversations, generates real-time transcripts, and creates searchable meeting notes to improve collaboration and productivity.

- **Real-Time Transcription** – Designed and implemented live transcription to capture and display conversations during meetings.
- **Searchable Meeting Notes** – Developed indexing features for quick and efficient information retrieval.
- **Recording & Transcription Workflows** – Integrated reliable pipelines for recording and transcription to ensure smooth meeting documentation.
- **Collaboration Features** – Enhanced teamwork by enabling access, review, and organization of meeting content anytime.

LCR (Least Cost Routing) System – Internal Project :

- **Full-Stack Development** – Developed a routing platform with an intuitive UI for managing telecom rates and vendor configurations.
- **Backend APIs** – Built APIs to handle **bulk rate sheet uploads** with validation and error handling.
- **Dynamic LCR Logic** – Implemented cost optimization logic to dynamically route calls at the lowest possible cost.
- **Scalability & Reliability** – Enhanced platform performance to support **high-volume telecom traffic**.

Education

Hindustan College of Engineering and Technology – B.E. Computer Science Engineering
(Aug 2018 – Jul 2022)
CGPA: 7.68/10