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J.Madhupriya

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OBJRCTIVE

To obtain a position that will enable me to use my strong organizational skills, award-winning educational background, and ability to work well with people.

PROFILE SUMMARY

- Expertise in ReactJS, including hooks, context API, and Redux for state management.
- Proficient in JavaScript (ES6+), HTML5, CSS3/SASS, and responsive design principles.
- Familiarity with frontend build tools such as Webpack, Babel, and npm/yarn.
- Experience in designing RESTful APIs and integrating frontend with backend services.
- Strong understanding of UI/UX principles and ability to translate designs into code.
- Developed and maintained several React-based applications, ensuring high performance and usability.
- Collaborated closely with designers and backend developers to implement features and improve user interfaces.
- Implemented testing frameworks (such as Jest and Enzyme) to ensure robustness of frontend components.
- Contributed to architecture decisions and code reviews to maintain code quality and scalability.
- Passionate about learning new technologies and keeping up-to-date with industry trends.
- Experience in dynamic SQL and Exception Handling

ACADEMIC QUALIFICATION

B.E CSE in Sethu Institute of Technology, Virudhunagar– Mar 2019.

TECHNICAL SKILLS

Programming Language	: Python, Python 3.4, PL/SQL
Web Technologies	: React, JavaScript, Web Services, HTML5, HTML, CSS3, Tailwind, Bootstrap.
Web services	: SOAP, RESTful
Backend	: Express, NodeJs
Databases	: Oracle 10/11g, MySQL, NoSQL, MongoDB, SQL
Development Tools / IDEs	: VScode, PyCharm, IDLE
Python Frameworks	: Flask, MERN stack
OS Environment	: XP, windows, Linux, UNIX, Ubuntu,
Version control	: GitHub
Methodologies	: MVC architecture

EXPERIENCE

CERULEAN SOLUTION PVT LTD- MADURAI, (Mar 2022- till now),
Working as a Full Stack Developer in MERN stack.

PROJECT

Title	: Call Center Analytics with Azure Services
Role	: Team,
Member Technologies	: Azure Speech Service, Azure Language Service, Azure AI Services, Azure Storage Service.
Duration	: Dec 2023 to till Date.

Description

This project aims to enhance the operational efficiency of a call center by leveraging Azure services for audio transcription, sentiment analysis, summarization, and translation. It provides comprehensive insights into employee-client interactions to improve service quality and operational effectiveness.

ROLES & RESPONSIBILITY

- Designed and developed the frontend UI for the web application using MUI, HTML, Bootstrap, Tailwind CSS, JavaScript, and React.js, incorporating AJAX for dynamic content loading and interaction.
- Integrated Azure Speech Service to transcribe large volumes of call center audio data accurately.
- Implemented Azure Language Service for sentiment analysis of call transcripts, evaluating both employee and client sentiments.
- Utilized Azure AI Services to summarize call conversations, providing concise summaries for review and analysis.
- Integrated Azure Storage Service for securely storing and managing audio recordings and processed data.
- Developed Python scripts to automate tasks related to data processing, file manipulation, and integration with Azure services.
- Created REST APIs using Flask framework to facilitate communication between frontend and backend systems.
- Managed and optimized large datasets using Pandas data frames and SQL databases.
- Implemented unit tests and regression test frameworks to ensure the reliability and functionality of new and existing code.
- This project facilitates informed decision-making and improves customer service by leveraging advanced Azure services to analyze and optimize call center operations.

PERSONAL DETAILS

Name	: J.Madhupriya
Father's Name	: R.Jeyakrishnan
Mother's Name	: J.Ramalakshmi
Date of Birth	: 30.07.1998
Gender	: Female

DECLARATION

I here by confirmed that the given above details are true to the best of my knowledge

DATE:
PLACE:

Your's Truly,
Madhupriya J