

# Ranjana Raghavan

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React, NodeJS, Java

[LinkedIn](#) | H4-EAD

Full Stack Engineer with 5 years of proven track record in developing high-quality client-side web applications and optimizing user experience.

## SKILLS

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**Languages:** Java, Javascript, Typescript, HTML5, CSS, SQL, VXML, SCXML, Groovy, Python

**Frameworks:** Angular, NodeJs, ExpressJS, Docker, ReactJS, NextJS, JSP, PHP, Babel, Deno

**Tools:** Git, Bash, Jenkins, JUnit, Mockito, Maven, Vscode, Eclipse, Jira, Postman, TestNG, Json, AJAX, jQuery, BlackDuck, MAT, Jmeter, Wireshark, Synopsys Detect, SonarQube, CheckMarx, Sharepoint, Tomcat, Websphere, Webpack, Firebase

**Cloud:** AWS (Lambda, S3, EC2)

**Software Engineering:** Benchmarking, Unit testing, Web Development, UI/UX, CI/CD, DBMS, Microservices, Vulnerability Analysis, Agile, Scrum, Object Oriented Programming

## WORK EXPERIENCE

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**Genesys** - Customer experience and contact center solutions

Sept 2019 - Nov 2023

**Senior Software Engineer**

- Designed and developed a scalable, responsive dashboard using **React**, **AWS** and **Node.js**, resulting in a **30%** increase in user engagement.
- Played a key role in restructuring of the **SQL Server Database**, resulting in reduction of post-call log loss by **20%**; enhanced data handling capabilities by optimizing complex queries and stored procedures.
- Designed & implemented **Jenkins CI/CD** pipelines reducing project build time from **1 day** to **3 hours**.
- Implemented a **microservices** architecture, leveraging **Docker** to improve application scalability and reliability.
- Successfully identified and mitigated the **log4j** vulnerability in a mission-critical enterprise automation application, ensuring continued security and reliability of the system.
- Built MicroApps that expedited workflow deployment; improved unit test coverage from **46%** to **88%**.
- Developed custom UI tools with **Angular** for real-time code testing improving code quality within the application's core user experience workflows.

**Accenture**- Blue Cross Blue Shield

Aug 2018 - Sept 2019

**Application Development Associate**

- Developed a **custom query generation tool** based on user input which improved team's bug resolution efficiency by **35%** and ensured SLAs were met in resolving customer issues
- Responsible for maintaining applications in the production environment including incident resolution and identifying potential bugs in the application.

## PROJECTS

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- **Retrieval Augmented Generation (RAG) for PDF Documents:** Developed a user-friendly chat interface to interact with PDF documents using Deno, OpenAI APIs & LlamaIndex.

- **AI-powered job search assistant:** Built AI agents to help candidates with customized interview preparation as well as highlight candidate's unique strengths and accomplishments using Streamlit & crew.ai.

- **Social Media Monitoring & Analysis:** Presented a prototype at a company-wide hackathon (Patent filed)

## EDUCATION

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**Anna University, Chennai**

Aug 2014 - June 2018

Bachelors in Electrical and Electronics Engineering