SAILESH R

CONTACT INFORMATION

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SUMMARY

Contributed to major projects, playing a key role in implementing features and developing solutions for clients. These projects included OORT (Optius Order Removal Tool), Co-pilot and DevOps automation in a team of 3 to 5 for each of these projects delivering customer needs thus providing 100% satisfaction.

EDUCATION

1. B.E. Mechanical Engineering at Easwari Engineering College 2018-2022.

SKILLS

1. React js   2. MySQL   3. PostgreSQL   4. Angular.js   5. JavaScript   6. Figma   7. Affinity designer   8. Spring boot

WORK EXPERIENCE

2.5 years of experience as an Associate Software Engineer at Prodapt solutions private limited contributing to several projects such as OORT, Co-pilot and DevOps Automation under several different teams.

PROJECTS

1. OORT (Optius Order Removal Tool)

- Engineered a React.js frontend and Java backend tool in a team of 4 to optimize the order disconnection and cancellation process for Lumen technicians, reducing paperwork by 70%.
- Managed order cancellations and disconnections efficiently by processing both individual and bulk orders up to 1000 through manual entry or Excel file uploads.
- Processed order disconnections and cancellations in batches of four for maximum efficiency.
- Streamlined the order management system to allow disconnections and cancellations through intuitive user inputs, enhancing customer satisfaction scores by 20% and reducing the overall duration for order inquiries by 15%.

2. Co-pilot (AI chatbot)

- Created an interactive AI chatbot utilizing React.js and Python, enabling automated responses for 70% of common inquiries; facilitated a 25% reduction in average handling time for customer service representatives in a team of 3.
- Integrated sections such as AI chat, Lumen knowledge store, Finance store which provides users with recent data with 90% accuracy.
- Added a feature to fetch repositories from GitHub via a WebSocket, allowing users to edit file contents and commit changes directly within the chatbot interface saving 50% of the user's time.
- Integrated advanced LLM technology to process prompts and offer precise, tailored responses to users with 90% accuracy.
- Integrated a history feature allowing users to view input histories from the past 7 days.
- BRD(Business Requirements Document), development, testing and deployment were four main aspects of Co-pilot chatbot.

3. DevOps Automation (AI chatbot)

- Created a chatbot with a JavaScript library(React.js) and FastAPI-based Python backend, utilizing an LLM for prompt processing and response generation with 90% precision in a team of 4.
- Simplify and expedite the project deployment process for new users by 50%.
- Gathers detailed project information and usage metrics, recommends services with specific pricing options, and provides a selection of over 40 customizable services.
- Guides users through providing project details, and initiates deployment seamlessly once all information is submitted helping 30 to 40% of new users.

LANGUAGES KNOWN

- Proficient in English and Tamil.