

SRIVATSAN VISWANATHAN

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WORK EXPERIENCE

Sweatcoin

Oct. 2022 – Present

Customer Support

Remote

- Provided timely technical support to mobile app users, troubleshooting issues, and resolving inquiries
- Optimized team productivity and performance by crafting technical documentation for customer support
- Collected user feedback to enhance overall satisfaction by addressing areas of concern

PROJECTS

Sweat Rewards

[GitHub](#)

Skills: TypeScript, React, Node.js, Express.js, MongoDB

- Developed a web application that allows users track their winnings for prize draws they have participated in ([Sweat Rewards](#))
- Enhanced user experience by reducing search time by 92% through optimizing the search functionality with MongoDB and Express.js
- Created a guide and a FAQ section within the web application to address common inquiries and provide support resources
- Created a script to parse through an excel document and upload all the information to MongoDB

Job Tracker

[GitHub](#)

Skills: JavaScript, React, Node.js, Express.js, MongoDB

- Developed a web application where a user can register, login, add, update, and delete jobs they have applied for, along with the ability to track the status of applied jobs
- Created dynamic and nested routes for navigation by leveraging React Router from React
- Stored user credentials and job details on MongoDB and utilized Node.js and Express.js to create a RESTful API for the database using JavaScript
- Authenticated users by using JSON Web Tokens and cookies

LoomiBase

[GitHub](#)

Skills: JavaScript, React, Node.js, HTML, CSS

- Developed a web application that contains information on the best strategies for competitive battles for the game Loomian Legacy ([LoomiBase](#))
- Created reusable components for displaying repeating information such as Loomian and Moves data by leveraging React
- Utilized Redux for effective state management, ensuring a maintainable codebase
- Received positive feedback from users and became the go-to resource for competitive battling

EDUCATION

Toronto Metropolitan University

Sep. 2018 – Jun. 2023

Bachelor of Computer Engineering

Toronto, Ontario

SKILLS & INTERESTS

- **Languages & Frameworks:** JavaScript/TypeScript, Java, Python, HTML, CSS, React, Express.js, Node.js, Bootstrap, Tailwind, Java Swing, Spring, Spring Boot, Pytorch
- **Databases & Developer Tools:** MongoDB, SQLite, Git, Bash, Linux, VS Code, Eclipse
- **Interests:** Hockey (Go Leafs Go), Parkrun, Reddit, Pokémon