

Swati Bhatia

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SKILLS

Programming Languages : JavaScript , TypeScript

Libraries and Tools: React, Redux, Next.js, HTML5, CSS3, SASS, Tailwind CSS, Bootstrap, MaterialUI, Ant Design, Git ,
Webpack , Parcel, Nodejs , d3.js, chart.js

Debugging and Testing: Browser DevTools, ESLint, Prettier, Jest, Lighthouse

Project Management & Version Control: Jira , Clickup, Github

WORK EXPERIENCE

ORISERVE (Unlax Consumer Solutions Private Limited)

Noida, UP

Software Engineer - Frontend

May 2024 – Current

- Developed an **AI-powered Voice Analytics** platform to analyze conversations, enhancing customer service and improving operational efficiency, contributing to a **15% increase in company growth**.
- Optimized call analysis workflows by integrating an interactive call recording system with synchronized audio playback and real-time transcript display, **improving efficiency by 40%** and **user engagement by 35%**.
- Designed and implemented the entire frontend architecture of the Voice Analytics platform **single-handedly**, improving **scalability by 50%**, enhancing responsiveness.

Junior Software Engineer - Frontend

May 2023 – May 2024

- **Collaborated** with designers, backend developers, and stakeholders to implement new features and enhance existing ones, improving **feature delivery speed by 30%**.
- Worked with **Socket.io** to enhance real-time chatbot interactions for brands like **Indigo and Vodafone**. Contributed to various dashboard features, including a **ticketing system and OTP verification flow**, improving **workflow efficiency by 40%**.
- **Ensured high code quality** through best practices, code reviews, significantly **reducing production bugs by 40%** and enhancing system reliability.

Software Engineer Intern - Frontend

May 2022 – May 2023

- **Acquired expertise** in the **end-to-end development lifecycle** of chatbots, from **planning stages to final launch**.
- **Demonstrated proficiency** in crafting **bespoke chatbot solutions** for **reputable brands** such as **TVS, Vodafone, and Flynas**.

EDUCATION

CHITKARA UNIVERSITY

Punjab, India

Bachelor of Engineering | CGPA: 9.8

2019-2023

PROJECTS

Travel Advisor - Javascript , React , Google Maps API

- Designed an interactive map UI with markers and popups using Google Maps API, displaying nearby restaurants, hotels, and attractions with essential details like reviews, pricing, and contact info.
- Link - <https://travel-advisor-world.netlify.app/> , Github Link - <https://github.com/SwatiBhatia18/Travel-Advisor>

GitHub Lookup - Javascript , React

- Crafted with React and Redux, this GitHub clone empowers users to delve into repositories and profiles seamlessly.
- Link - <https://githublookupp.netlify.app/> , Github Link - <https://github.com/SwatiBhatia18/githubLookup>

Open Board - Javascript , HTML , Canvas API - openboard1.netlify.app, <https://github.com/SwatiBhatia18/OpenBoard>

The platform provides an interactive space for creative expression through digital artistry.