

Swetha Ragothaman

Software Developer

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TECHNICAL SKILLS

Programming: HTML/CSS, Python, Javascript, React.js, Redux toolkit, Bootstrap

Technologies, Tools and Framework: User Experience Design, Balsmiq Wireframes and prototyping, Figma, MySQL, Git, Visual Studio, Flask App, Zoho CRM

SUMMARY

1-2 years of experience in business development, customer support, and front-end development in a SaaS healthcare environment. Strong communicator with the ability to explain technical and industry-specific concepts to diverse audiences. Skilled in React.js, Redux, HTML, CSS, JavaScript, and Python, with a focus on creating responsive and user-friendly web applications. Familiar with CRM and ticketing systems (e.g., ZohoCRM, Jira). Proven track record in managing tasks, improving UI/UX, and delivering solutions in fast-paced environments. Highly adept at collaborating within cross-functional teams. Fully authorized to work in the U.S. without requiring visa sponsorship.

WORK EXPERIENCE

HealthViewX - Payoda Technologies

Solutions Specialist

Coimbatore, India

June 2020 - Sep 2021

- Responded to customer inquiries promptly via email, phone, and chat, ensuring professional communication and troubleshooting technical issues related to the platform's front-end. Provided step-by-step guidance using React.js and UI components.
- Assisted in customizing and optimizing platform features using React.js based on customer needs, designing wireframes and mockups in Balsamiq to visualize solutions and ensure a smooth onboarding experience.
- Collaborated with cross-functional teams (Product, Sales, Engineering) to identify opportunities for front-end enhancements. Used Balsamiq to create user journeys, wireframes, and mockups that improved overall user experience (UX) through effective feedback integration.
- Played a key role in refining the UI by gathering customer feedback and coordinating with the development team. Created wireframes and mockups to guide improvements in front-end performance, responsiveness, and user satisfaction.
- Documented recurring customer queries and front-end-related solutions, while using Balsamiq to illustrate proposed changes, improving support efficiency and contributing to the knowledge base.

MagicStay

Developer

Paris, France

Aug 2019 - Jan 2020

- Researched and identified opportunities for account growth, market penetration, and expansion, contributing to front-end UI/UX improvements using React.js and Redux Toolkit to optimize user interfaces.
- Investigated and integrated new strategies to expand business operations and grow the customer base while collaborating on front-end improvements to enhance engagement and application performance.
- Actively participated in team discussions, providing front-end solutions that improved user experience, responsiveness, and overall application performance.
- Achieved service targets by cultivating and securing new customer relationships, ensuring a seamless user experience through continuous front-end optimization.

PROJECTS

Front-End Development Projects and Mockups

- Developed and deployed multiple front-end mockup projects using React, JavaScript, and integrated backend technologies like Python and SQL for dynamic web functionality.
- These include functional prototypes for social media platforms, e-commerce sites, weather apps, food recipe sharing platforms, and patient care management systems all showcasing skills in UI/UX design, component-based architecture, and seamless user interaction.
- These projects highlight my ability to create responsive, visually appealing, and user-friendly interfaces, with a focus on both performance optimization and functionality.

CRUD Modularized Project

- Created an Entity Relationship Diagram (ERD) to model the data structure for a food recipe application, translating basic data requirements into a well-defined database schema.
- Built a Flask-based full-stack application using the Model-View-Controller (MVC) architecture and object-oriented programming principles to ensure separation of concerns and efficient data handling.
- Developed database queries using Flask and MySQL to implement CRUD operations, ensuring smooth interaction between the front-end and back-end components.

EDUCATION

GigaMe - Career Coaching

Front-end Design - Javascript, React.js, Redux.js

Online

Apr 2024 - Present

Coding Dojo - Software Development Bootcamp

Software Development - Web Fundamentals (HTML/CSS/JS), Python

Part-time Online

Nov 2023 - March 2024

Mines Telecom Business School

Masters in Information Technology Management

Paris, France

Sep 2017 - June 2019

College of Engineering Guindy, Anna University

Bachelor of Engineering, Electrical and Electronics Engineering

Chennai, India

July 2012 - May 2016