

Swetha Ragunathan

Full Stack Developer

Trichy, Tamil Nadu
Mobile: +91 9047382427
Email: ramyaraqu407@gmail.com
[Linkedin](#) | [Github](#)

Summary:

Software Engineer with 2.6 years of experience and skilled in full-stack developing, modern client-side frameworks utilizing React+Angular and collaborative environment to understand requirements and providing solutions to complex technical issues.

Experience:

Full Stack Developer at P3Fusion

Sep 2022 - Present

- **Led Development:** Spearheaded the development of Agent Desktop, a SaaS application enabling seamless customer-agent interactions via email, chat, and call features using Amazon Connect.
- **Multi-Channel Communication:** Integrated and optimized email, chat, and call functionalities, ensuring efficient communication between agents and customers across multiple channels.
- **Task Management System:** Designed and implemented a robust task management system, empowering agents to create, assign, and update tasks seamlessly within the platform, enhancing workflow efficiency.
- **Supervision and Monitoring:** Engineered advanced call monitoring capabilities, allowing supervisors to oversee and intervene in agent-customer conversations in real-time for quality assurance and training purposes.
- **Backend Development:** Developed backend models, controllers, and routes for Agent Desktop, ensuring smooth data flow and interaction between frontend and backend components.

Tech Stack: HTML5, Antd, less, Javascript, React.js, Express, AWS Connect

Software Developer at Clofus Innovations

Aug 2021 - Aug 2022

- Developing responsive web app using react.js with reusable components and HOC for efficient UI experiences. Optimized component lifecycle for improved performance.
- Implemented global state management using Context API for seamless data flow and centralized state control.
- Built Clofus, an angular based project, showing frontend proficiency. Implemented secure sign-in and sign-up using template-driven forms.
- Designed home page for topic creation and secure pdf uploads. Integrated chat page with real-time interaction and instant answers for PDFs. Implemented PDF to base64 encoding for backend compatibility.

Tech Stack: HTML5, CSS3, Javascript, React.js, Angular.

Skills:

Languages:

Javascript, HTML, CSS.

Frameworks & Libraries:

React.js, Angular, Antd, Node.js, Express.js, Bootstrap, TailWind, Material-UI.

DataBase:

MongoDB, MySQL.

Tools &

Technologies:

Git, Vscode, IntelliJ IDE, Amazon Connect

Soft Skills:

Adaptability, Team Work, Quick Learner.

Certificates:

Certified Full Stack Developer at upGard. Certified in Amazon Connect at AWS.

Education:

June 16 - Apr 19
BCA at Holy Cross College, Trichy.