

SWETHA RAGUNATHAN

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PROFESSIONAL EXPERIENCE

PERFECTER AI Software Engineer

Chennai
2024-Present

- **Tesla Car Insurance Platform:** Worked on the Tesla Car Insurance platform, developing and enhancing front-end modules to improve user experience and workflow efficiency.
- **Claim Investigation Dashboard:** Designed and implemented an interactive dashboard for analyzing claim data, insured vehicle details, and third-party information.
- **AI Summary Integration:** Implemented polling logic for AI-generated investigation summaries, enabling real-time updates and reducing manual analysis time.
- **LLM Optimization:** Integrated LLM-based summary generation, improving automation and accuracy while managing a 70% increase in processing cost.
- **Frontend Development:** Collaborated with backend and AI teams to ensure seamless API integration, data synchronization, and UI performance optimization using React.

Developed the **Dream11 Admin Portal** to manage user roles, access levels, and spending approvals. Improved transparency and control by implementing hierarchical workflows and role-based authorization.

- Developed the Admin Portal frontend using React to manage user accounts and permissions.
- Implemented role-based access control ensuring secure and appropriate feature visibility.
- Built UI to display manager hierarchy and approval workflows for transparent reporting.
- Integrated views for user spend tracking with supporting document upload and higher-level approvals.

P3FUSION Full Stack Developer

COIMBATORE
2022-2024

- **Led Development:** Spearheaded the creation of “Agent Desktop”, a SaaS platform enabling seamless customer-agent interactions through email, chat, and call features using Amazon Connect.
- **Multi-Channel Communication:** Integrated and optimized omnichannel communication, improving efficiency across email, chat, and voice workflows.
- **Task Management:** Built a task management module for agents to create, assign, and track tasks, enhancing productivity and workflow visibility.
- **Supervision & Backend:** Developed real-time call monitoring for supervisors and implemented backend models, controllers, and APIs to ensure reliable data flow between components.

EDUCATION

HOLY CROSS COLLEGE *Bachelor of Computer Application*

TRICHY, TN
2016-2019

CERTIFICATIONS

- Certified Full Stack Developer at upGard.
- Certified in Amazon Connect at AWS.
- Certified Python Developer in Scalar.

SKILLS

- **Languages:** Javascript, HTML, CSS, Python
- **Frameworks & Libraries:** React.js, Antd, Node.js, Express.js, Bootstrap, TailWind, Material-UI.
- **DataBase:** MongoDB, MySQL.
- **Tools & Technologies:** Git, Vscode, IntelliJ IDE, Amazon Connect