Swetha Ragunathan
Full Stack Developer

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Summary:

Software Engineer with 3 years of experience and skilled in full-stack developing, modern client-side frameworks utilising React+Angular and collaborative environment to understand requirements and providing solutions to complex technical issues.

Experience:

Full Stack Developer at P3Fusion   **Jul 2022 - Present**

- **Led Development:** Spearheaded the creation 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 optimised 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: Antd, Less, React.js, Express, AWS Connect to develop this product-based project.

Software Developer at Clofus Innovations   **June 2021 - June 2022**

- Developing responsive web app using react.js with reusable components and HOC for efficient UI experiences. Optimised component lifecycle for improved performance.
- Implemented global state management using Context API for seamless data flow and centralised 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 to develop this product-based project.

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.