

Venkateshwaran A | Full Stack Developer

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TECHNICAL PROFICIENCIES, PROJECT OVERSIGHT, AND DEVELOPMENT TOOLS

React JS | Redux | Node JS | Express JS | JavaScript | HTML CSS | Tailwind CSS | Mongo DB
AWS – Dynamo DB, S3, Amplify | Git | AzureDevOps | Jira | Postman | Figma

PROFILE SUMMARY

Since 2022, I've refined extensive web development skills across diverse sectors, focusing on problem-solving and continuous learning. Leveraging hands-on full-stack expertise, exceptional client service, and innovative contributions in cross-functional teams, I consistently achieve top-tier results.

EDUCATION

- **B.E(EEE)** - VSB College of Engineering Technical Campus, Coimbatore [June'2018 – Aug'2022, CGPA: - 7.3]
- **HSC** - Brindhavan Higher Secondary School, Pattukkottai [June'2017 – May'2018, CGPA: - 57%]
- **SSLC** - Brindhavan Higher Secondary School, Pattukkottai [June'2015 – May'2016, CGPA: - 87%]

WORK EXPERIENCE

Konnectify, *Full Stack developer* [November 2022 – Present]

- Provided technical support and guidance to internal teams and developers, specializing in web and integration app development (HTML, JavaScript, AJAX, CSS, Rest APIs, React.js, Express, Node.js).
- Collaborated in Agile environments to ensure adherence to project timelines and utilize data-driven technologies, seamlessly integrating Freshworks applications with external CRMs and creating product feature integrations.
- Managed deployment and version control using AWS S3, DynamoDB, and Azure DevOps.

PROJECT EXPERIENCE

Freshservice – Genesys Integration

- Developed an app for Freshservice and Genesys, embedding a Genesys calling feature via Iframe, managed deployment using AWS Amplify, and integrated call-based ticket handling in Freshservice with React JS, AWS DynamoDB, Tailwind CSS, Redux, and REST APIs.

Freshsales – ZoomInfo Integration

- Implemented a comprehensive MVC application integrating ZoomInfo (Sales Intelligence platform), emphasizing front-end development.

Clone Ticket – Freshservice Integration

- Created a custom Freshservice app to clone ticket details and communications, ensuring smooth operations and consistency, using HTML5, CSS3, JavaScript, and REST APIs.

Reopen Ticket – Freshdesk Integration

- Developed a paid Freshdesk app that automates ticket reopening according to user-defined schedules, enhancing task and issue management, using HTML5, CSS3, JavaScript, and REST APIs.