

# SANDEEP GR

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## TECHNICAL SKILLS

**Languages:** React, JavaScript, TypeScript, HTML, CSS

**Concepts Used:** Redux, Context API, React Query, States, Hooks, Props, React Router, Axios, React Icons, JSON, Forms, Events Handling, Document Object Model (DOM) Manipulation, Web Sockets

**CSS Libraries:** TailwindCSS, Ant Design, Material UI, Framer Motion

**Backend For Frontend (BFF):** Python (Basics), OAuth, JWT, RESTful APIs, GraphQL, Postman, Swagger

**Tools Used:** Git, GitHub, npm, Visual Studio Code, Vite, Webpack, Babel, ESLint, Figma, Adobe

**Performance Optimization:** Code Splitting, Lazy Loading, Memoization, Client Side Rendering (CSR), Server Side Rendering (SSR), Static Site Generation (SSG), Tree Shaking, Code Minification

**Best Practices:** Agile/Scrum Development, Search Engine Optimization (SEO), Responsive Web Design, Progressive Web Apps (PWA), Cross Browser Compatibility, Micro Frontends, Prompt Engineering, GenAI, AI/ML for Frontend

## WORK EXPERIENCE

### Hexaware Technologies | Software Engineer (Frontend)

Chennai, India | August 2022 – Present

- Progressed from Junior to Lead Frontend Developer in **3 years within the Generative AI** team, spearheading innovative projects and collaborating with cross-functional teams to deliver AI-driven solutions.
- Hands-on experience in writing **reusable and efficient code**, managing the lifecycle of components, state management, error handling, and debugging. Proficient in unit testing and actively participated in code reviews.
- Integrated and deployed Proof-of-Concepts (PoCs) with **Microsoft Single Sign-On (SSO)** for secure authentication, enhancing access management and user experience across enterprise applications.
- Developed key UI/UX features, including **smooth animations**, dark mode, and **performance optimizations** using React.memo, custom hooks, and efficient rendering techniques to improve responsiveness.
- Leveraged **CSS libraries and UI frameworks**, including Framer Motion for animations, Ant Design, and Material UI for scalable and accessible components, enhancing visual appeal and development efficiency.
- Accelerated development cycles by migrating from CRA to **Vite and Tailwind CSS**, reducing build times by 40%, optimizing bundle size with code splitting (lazy and suspense) and improving developer productivity.
- Collaborated with back-end teams to improve REST API integration, optimizing real-time data flow while securing user authentication with **JWT**. Provided strategic input for **prompt engineering** refinements to improve AI functionality.

## PROJECTS

### tensaiGPT

- Developed and deployed an internal Generative AI chatbot serving **32,000+** Hexaware employees, achieving a 95% adoption rate and handling **1 million queries/month** with a <1s response time.
- Reduced organizational costs by 40% by building a cost-effective alternative to commercial solutions such as ChatGPT and Gemini, and successfully deployed the solution to **multiple clients**, customized to their enterprise needs.

### Contact Center Copilot (Genesys)

- Integrated with Genesys and improved operational efficiency by 35% and reduced response time and optimized workflows for **ServiceNow incident management** (STG & Non-STG).
- Boosted first-call resolution rate by leveraging caller information, incident history, and knowledge base (KB) access to agents, significantly reducing average call handling time from 20s to 8s.

## CERTIFICATIONS

**Meta/ Facebook** - Front-End Developer Professional Certification/Specialization

**W3Schools** - Certified Advanced React Developer, Certified Professional Python Developer

## EDUCATION

**Bachelor of Engineering, Computer Science | GPA - 8.9**

2018 - 2022

St. Joseph College of Engineering, Chennai

**Master of Business Administration (MBA)**

2024 - 2026

Tamil Nadu Open University, Chennai