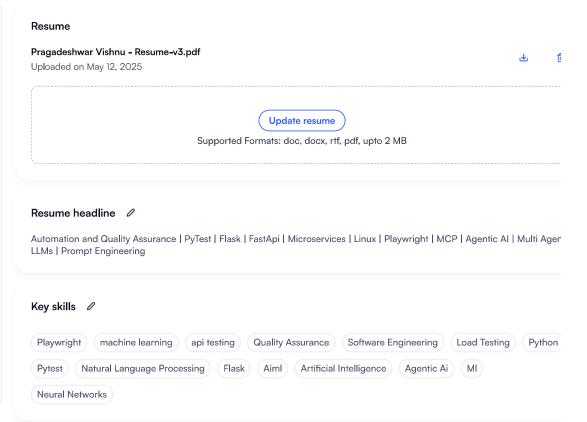


# Pragadeshwar Vishnu OSDET Engineer at Freshworks

Profile last updated - Yesterda

⊗ Bengaluru, INDIA	√ √ √ √ √ √ √ √ √ √ √ √ √ √ √ √ √ √ √
≘ 3 Years	☑ mkpvishnu@gmail.com 🤣
<b>ਭ</b> ₹ 11,75,000	Serving Notice Period

# Resume Update Resume headline Key skills Employment Add Education Add IT skills Projects Profile summary Accomplishments Career profile





Education Add educati

M.Tech Electronics/Telecommunicati... 

Vellore Institute of Technology

2020-2022 | Full Time

B.Tech/B.E. Electronics/Telecommunicati...

### Panimalar institute of Technology

2015-2019 | Full Time

Class XII 0

Tamil Nadu

Add doctorate/PhD

Add class X

IT skills				Add deta
Skills	Version	Last used	Experience	
Pytest	-	-	3 Years 0 Month	0
Ab Testing	-	-	3 Years O Month	0
Automation Testing	-	-	3 Years O Month	0
API Testing	-	-	3 Years O Month	0
Karate	-	-	3 Years O Month	0
Python	-	-	3 Years O Month	0
MySQL	-	-	3 Years O Month	0
AWS	-	-	3 Years 0 Month	0

Projects Add proje

# Agentic Framework Services

### Freshworks (Onsite)

Dec 2024 to Present (Full Time)

End-to-end testing for next-generation agentic framework services Designed and implemented a mock server to simulate real customer interactions Conducted comprehensive accuracy and load testing to determine optimal concurrency parameters Validated seamless integration between API execution services and agentic frameworks

# Enterprise Al Platform Engineering

### Freshworks (Onsite)

Jul 2024 to Feb 2025 (Full Time)

Comprehensive testing of company-wide AI backbone platform supporting millions of customer interactions Coordinated cross team integration testing with 7+ product teams and 20+ engineers

## Machine Learning Operations and Systems

# Freshworks (Onsite)

Jan 2024 to May 2024 (Full Time)

End-to-end testing for ML pipelines, reducing production incidents by a huge amount Deployed OpenSearch in AWS environment and handled index creations and maintenance Tested FAQ ingestion processes across the enterprise in Elastic Search and later Open search Developed automated testing protocols for ingestion processes handling millions of documents

# Al Testing Framework

### Freshworks (Onsite)

Oct 2023 to Present (Full Time)

Architected and developed a comprehensive AI testing framework using FastAPI Built quality metrics system incorporating BLE ROUGE, recall, and F1 scores Developed and fine-tuned in-house models for sentiment analysis and language detection Co Created a modular architecture allowing 5-minute integration into any product Designed intuitive documentation and UI using MkDocs

# Triage operations using Machine learning

# Freshworks (Offsite)

Jan 2023 to Mar 2024 (Full Time)

Tested auto-classification system for customer support tickets, improving routing accuracy Validation framework for ML prediction models, establishing quality gates for production deployment End-to-end testing for the entire triage process

### Microservices and Api testing

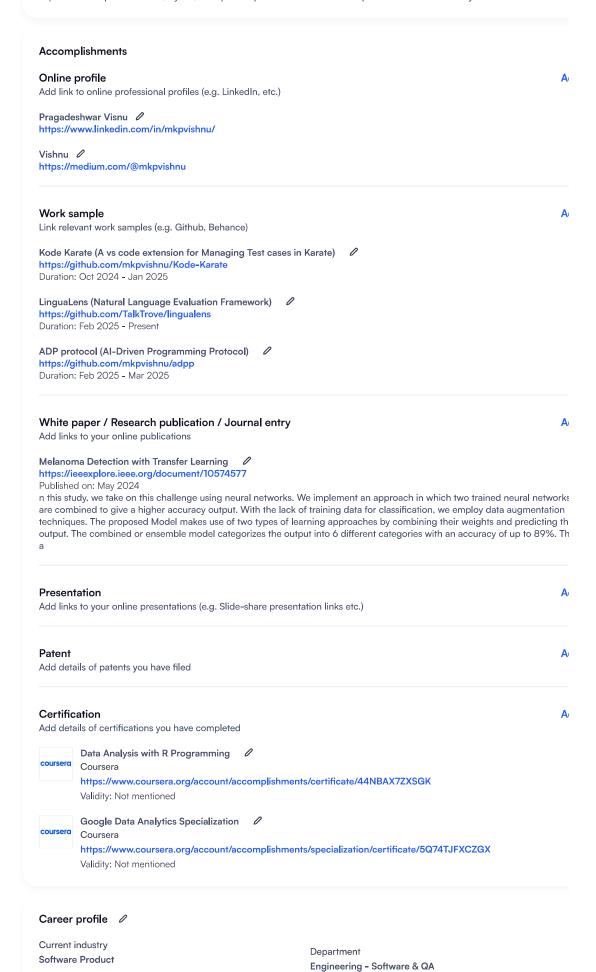
# Freshworks (Onsite)

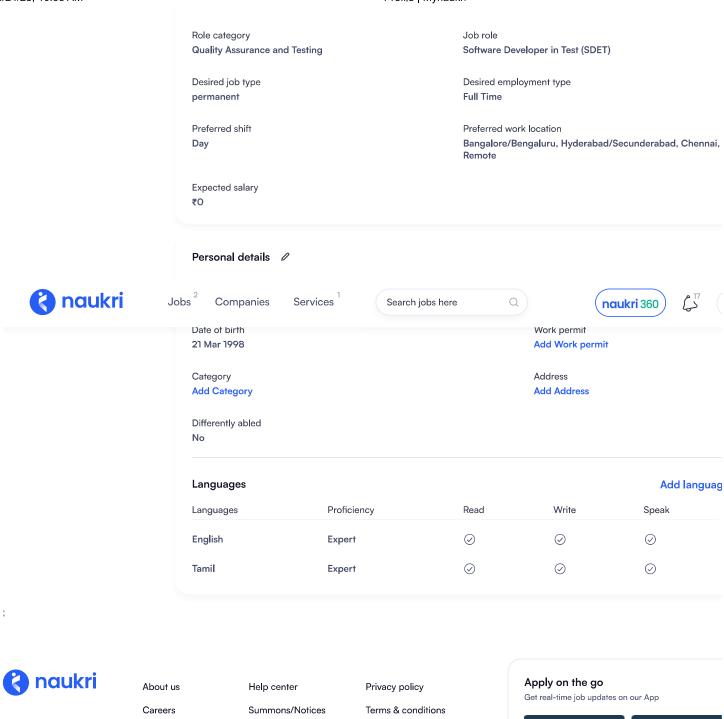
Jun 2022 to Present (Full Time

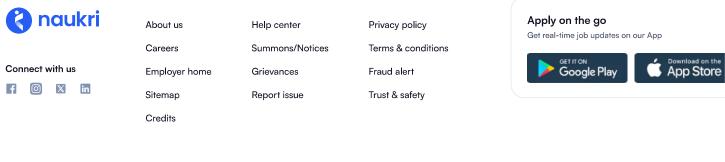
End to End Testing of Microservices which serves multiple products through REST

### Profile summary 0

Extensive experience in developing and testing advanced Al solutions, agentic frameworks, and microservices architectures. Experience in Api Automation, Pytest, Fastapi and sprint boot frameworks. Experience in Linux Based systems









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