Rajkumar Karnakaran

EXPERIENCE/ WORK EXPERIENCE

AgnoShin. - Chennai, Tamil Nadu.
Software Engineer, Software Development & Solutions   *Jul 2019 – Present*
- Provided Customer Experience solutions to the Business requirements and collaborated with implementation and Business team.
- Developed around 3 contact centre applications (Nigeria and South Africa) with team of 3 members. Given a solution from design level to Go Live Stage.
- Added dynamic approach to our latest IVR Application, resulting in increased code reusability and reduced the time consuming in development.
- Contributed front end part in our own company product Timesheet and HRMS Web application with using Angular 11.
- Managed contact centre application with using AWS Cloud Services.

PROJECTS

Bank IVR Applications   *Mar 2021 – Present*
- Closely worked with a clients for inbound IVR Applications from business requirements to live.
- We Used REST API's for data manipulation.

Timesheet & HRMS Web Application   *Feb 2020 - Feb 2021*
- It is a role based application with included HRMS features. I handled all REST API's to render into UI. Contributed front end part and Implemented almost all the features like Admin, Employee, Project and leave and attendance management Screens.
- Have good understanding in Angular Material Concepts.

Contact Centre Application   *Jul 2019 - Jan 2020*
- Hands-On Experienced in Amazon Connect based IVR application. Working with around 6 to 7 AWS services in our US Project with using python scripting. A little working knowledge in Amazon LEX.

Self-Learning Projects   *Jul 2020 - Present*
- Have good knowledge in Django framework and Developed several applications like CRM, Ecommerce and Blog website.

SKILLS

Technical Skills
Angular 11, Django 3.2, Python 3.9, MS SQL (2019), Avaya Aura Orchestration Designer 7.2.3, Amazon connect, AWS Lambda, DynamoDB, S3 Bucket, CloudWatch and Microsoft Visio (2013)

Management Skills
Time Management, Communication Skills, Project Management, etc

Languages
English and Tamil

CERTIFICATIONS & TRAININGS

- Build a Face Recognition Application using Python – GUVI Geek Networks.
- Angular Beginner to Pro – CodeWithMosh
- Attended a training to build a Contact centre applications with Avaya and AWS in our Company

EDUCATION

RVS college of Engineering, Dindigul.   *Aug 2015 - July 2019*
Bachelor of Engineering, Computer Science.

MSP solai nadar memorial higher secondary school, Dindigul.   *May 2014 - May 2015*
12th Std.

MSP solai nadar memorial higher secondary school, Dindigul.   *May 2012 - Aug 2013*
10th Std.

PERSONAL INFORMATION

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ACHIEVEMENTS

- Participated an AI for India Event Conducted by GUVI in April 2021.
- Won the 2nd price for district level Drawing Competition in college.