**Sapna Sivakumar**

+4915213904413, [sivakumarsapna@gmail.com](mailto:sivakumarsapna@gmail.com)

https://github.com/sapnasivakumar | https://sapnasivakumar.github.io

Experience – **4+ Years**

### Summary:

I'm a full stack Web Developer with extensive experience in **JavaScript**, specifically **Node.js** and other JavaScript libraries such as **Angular.js**, **JQuery**.

* I was as a Full stack Web Developer at Freshdesk Inc., Chennai, India before I moved to Berlin.
* I’ve been in the industry for 4+ years trying out different aspects of web development.
* I hold a Bachelor’s degree in Computer Science from Anna University, India.
* Strong skills in OOP concepts and prioritize clean coding practices.
* Always open to learn new things and a good team player.
* Interested in solving challenging programming problems on the Internet.

### Technical Skills

|  |  |  |
| --- | --- | --- |
| Technologies | : | JavaScript, Node JS, SQL, Angular JS, jQuery, |
| Operating Systems | : | Windows, Linux |
| Databases | : | My-SQL, Dynamo DB |

### Freshdesk Inc.,

1. **Livechat Platform: JavaScript, Node.js, Angular.js, jQuery, Dynamo DB, MySQL**

Freshdesk’s integrated live-chat solution is designed to work with any helpdesk to face customer queries live via a chat channel. The application has features like provisions to transfer chats to another agent, convert chat transcripts to tickets, report generation, a private agent-to-agent chat channel, etc., The chat history could be viewed as an archive with all the transferred chats available for view in a single page with eager loading.

*Challenges and Responsibilities*

* Implemented test coverage report for the Node js application using Istanbul
* Optimized the use of Elastic search on the Archive page of the application
* Was an integral part of handling Production level bug fixes and deployments
* Consolidated the issues found on a revamp of the base APIs and fixed them

Other Learning

* Had a good learning curve with third party Data Stream Networks (such as PubNub) and in-memory data structure stores such as Redis.

**2. Sequelize integration Platform: JavaScript, MySQL**

I integrated Sequelize, the Node.js ORM into the architecture. In the process, I cleaned up the data layer. The setup enhanced development and made the codebase flexible to switch between multiple database back-ends.

*Challenges and Responsibilities*

* Checked for compatibility issues while removing the old code used for direct API calls to the database.

**3. Transfer Workflow Platform: JavaScript, MySQL, HTML, CSS**

This workflow aimed at making the transfer of chats among agents visible on a single page using eager loading to show all connected chats. It required altering the existing database schema to suit the requirements.

*Challenges and Responsibilities*

* Had a chance to dig in a little into the HTML and CSS portions of the workflow to render the transcript
* Altered the schema of the databases to suit requirements
* Wrote the migration scripts for the schema changes and deployed them across multiple regions in the Production environment
* Checked and fixed the whole application for compatibility issues
* Rendered Production level support for the feature during and after the release

### Athenahealth Inc.,

**1. Devnet (VerifyCodeHub) Platform: JavaScript, Perl**

I developed a tool to check if coding conventions were followed in the changelist of the task. The tool simplified the manual process by checking the changelist and also provides a UI to display the results and attaches them to the task in the task management system. On failure of standards, the tool provides an option to re-run the script for the latest version of the particular file, which had failed.

*Challenges and Responsibilities*

* Integrating the tool with the task management system was a challenging task
* Working with the UI for the tool was a new experience in understanding a user's perspective

**2. Airlock Platform: JavaScript, Perl**

### The project involved the testing of the new application, which was a complete refactor of an existent healthcare application of athenahealth pvt. The application was spread across most areas of the old application which was important and required acute testing.

*Challenges and Responsibilities*

### The maintenance of the state of the old application was a challenging experience

### Was the single point of contact from India's QA team for the visual changes going on in the application

**3. Re-Skin Platform: JavaScript, Perl**

This project involved the testing of the work for updating the visuals for all of the existing pages of the current application.

*Challenges and Responsibilities*

### This project mainly involved many visual changes and needed extensive testing

### Usability testing was also done across pages

### Certifications: Business English Certificate (BEC) Higher from The University of Cambridge

### Have been qualified in Business English Certificate (BEC) Higher – Grade ‘B’ with 79% (Council of Europe level C1) from Cambridge English Language Assessment Council (part of the University of Cambridge).

### And was chosen as “The Best Speaker of Cambridge English in Asia-2011” under the regional zone of South India by The University of Cambridge, UK.

**Special Accolades:** The Achiever’s Award-2012

* Won **“The Achiever’s Award-2012”** given by the college of graduation for the Achievement as The Best Speaker of Cambridge English in Asia-2011.

### Personal Details:

|  |  |  |
| --- | --- | --- |
| Date Of Birth | : | 7h January 1991 |
| Gender | : | Female |
| Nationality | : | Indian |
| Address For Communication | : | Lehrter Straße 3, 10557, Berlin, Germany |