SHREYA PANDOH

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SUMMARY

Dedicated to creating intuitive interfaces and enhancing user experiences through a solid grasp of UI/UX principles and best practices. Proven ability to collaborate effectively with designers, stakeholders, and backend developers to deliver high-quality solutions.

WORK EXPERIENCE

SDE Frontend, Plivo   **Mar 2023 - Nov 2024**

- Drove the development of the Contacto product by implementing SMS and Voice APIs, automating OTP validation, number masking, and WhatsApp messaging, which significantly enhanced user security and streamlined communication processes.
- Integrated AI into the ChatWidget, automating agent assignment processes and reducing manual intervention by 50%, leading to a 25% increase in response speed and supporting clients in achieving a 20% boost in customer satisfaction scores.
- Collaborated as part of a team to transition the legacy product to the latest tech stack, executing a comprehensive UI revamp that improved user experience.
- Architected scalable frontend solutions that enhanced performance and maintainability, facilitating faster onboarding for new developers.
- Led a team of 2 SDEs in the successful integration of real-time messaging APIs, enriching communication features within the platform and resulting in a 25% increase in user engagement.

Associate Consultant - Frontend, Infosys   **Nov 2022 - Mar 2023**

- Served as both a Developer and Consultant for a major banking client, leading the development of innovative banking solutions for both mobile and desktop platforms, resulting in enhanced user experience and increased customer engagement.
- Collaborated with an automobile client to successfully migrate their e-commerce store to a modern frontend architecture, integrating Elastic Search to improve search functionality and performance, leading to a 30% increase in search speed and user satisfaction.

Software Engineer - Frontend, XenonStack   **Aug 2020 - Nov 2022**

- Engineered UI and integrated RESTful APIs to facilitate seamless data exchange between frontend and backend services, while implementing MetaData APIs for enhanced functionality.
- Led a team of 9 Junior Frontend Developers, driving enhancements in team effectiveness and collaboration, resulting in a 30% improvement in project delivery timelines.
- Conducted rigorous code reviews to ensure high code quality and mentored team members, cultivating a culture of continuous learning & improvement that led to 20% decrease in bug rates.
- Collaborated in Agile environment, actively engaging in sprint planning with Business Analysts to define project scope & prioritise tasks effectively which improved sprint velocity by 25% .

EDUCATION

Bachelor of Technology - ECE   **Aug 2016 - Jul 2020**

Shri Mata Vaishno Devi University

SKILLS AND DEV TOOLS

- ReactJs • CSS • HTML • JavaScript • JQuery • Redux • Tailwind CSS • TypeScript
- Material UI • Jenkins • Linear • Cursor • VSCode • Pubnub • SDK • DSA • Unit Testing

ACHIEVEMENTS

- XenonStack Recognition Award - Jul 2021
- Emerging Coach Award - Aug 2021
- Annual Impact Winner - Aug 2022
- Plivo Award for Ownership - Aug 2023