

## SUMMARY

Frontend Technical Lead with **9+ years** of experience architecting **scalable, accessible (WCAG 2.1)**, highly **performant & user-centric** web applications using **modern technologies** to solve **enterprise-level SaaS product(B2C, B2B)** needs. Proven expertise in **React (v18)**, **TypeScript**, modular architecture, and micro-frontends. Strategic problem-solver with strong mentoring, **business goal** alignment, and stakeholder collaboration across **cross-functional teams**. Experienced in **performance optimisation**, **CI/CD** integration, and leading **technical transformations**. Looking to drive frontend excellence in an innovative product environment.

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## SKILLS SUMMARY

**Frontend Web Technologies:** HTML, CSS, JavaScript, TypeScript, React, Ember, Next.js, TailwindCSS, Storybook

**Backend & APIs:** Node.js, RoR, REST API, MySQL, GraphQL

**Performance & Monitoring:** Code Splitting, Page Speed Optimisation, Sitespeed, Lighthouse, Sentry, Chrome DevTools, Apdex

**Architecture/Strategy:** Micro-frontends, Modular Architecture, System Design

**DevOps & Tooling:** CI/CD, Git, Jenkins, GitHub Actions, AWS, Jira

**Design & Collaboration:** Figma, InVision

**Leadership:** Technical Mentoring, Agile Practices, Cross-functional Collaboration, Code Standards

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## WORK EXPERIENCE

### Lead Frontend Engineer, Freshworks

Jul 2017 – Present

- **Architected** and led frontend development of **Freshservice SPA (67k+ customers)** using **React, TypeScript, JavaScript**, and **micro-frontend** architecture for modular scalability in a **DevSecOps** culture.
- Mentored **10+** engineers across squads, conducted **PR code reviews**, and defined application **codebase quality** by implementing robust **CI checks**(used every day by **400** engineers) for **accessibility (A11y)**, **security benchmarks**, **linting**, unit **test coverage(90%)**, **build size** monitoring, **Storybook** documenting, and **SVG optimisations** etc.
- Scaled engineering **velocity by 20%** across **3** revenue-generating **products** by building **reusable components** for the **UI component libraries**.
- Strengthened **platform security** by mitigating **200+ vulnerabilities**, including **XSS, CSRF**, and other attack vectors. Conducted regular **security audits** to detect and address risks, ensuring **application compliance with modern security standards**.
- Enhanced product performance by cutting **page load time** from **12s to 4s** by minimising **API calls**, reducing **WebSocket subscriptions**, implementing **incremental loading**, & leveraging **service worker caching** with unique cache bursting logics using **AWS S3 and CloudFront** for frontend asset delivery.
- Improved **first-page load time** by **5s** through **code splitting**, memory leak fixes, and **preload/prefetch/defer** strategies, significantly boosting **APDEX** scores.
- Orchestrated **technical initiatives**, including **PoC research**, **technology evaluations**, and **security audits** with comprehensive **documentation**.
- Championed complex **tech migrations** (e.g., **jQuery/RoR to React/Ember**) for **4 core modules** in the product, whilst enhancing **UI/UX**, **cross-browser compatibility**, **accessibility**, and **API** efficiency.
- Fostered **cross-functional collaboration**, aligning **frontend, backend, design, product**, platform, analytics and **QA** teams through **structured communication**, clear documentation, and effective sprint rituals.
- Owned **full development lifecycle**: requirements gathering, analysis, **system design**, grooming, **API contracts**, development, release planning, delivery, and post-release monitoring (**APDEX**, **Heap**, **feature usage**) using **agile** methodologies.

### Software Engineer - Fullstack, Bounteous

Sep 2015 – Jun 2017

- Built **hybrid** apps with Ionic (Angular JS, Node.js) and web apps using Visualforce, Apex, and JavaScript, designing RESTful integrations between Salesforce and external systems while adhering to ISV standards.
  - Delivered **time-sensitive**, scalable solutions for **multi-time-zone** clients, ensuring optimal performance and user experiences.
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## HONORS & AWARDS

- **Customer Champion**, True Friend of the Customer (x2), **Exceptional Individual Performer**, **Agility** Through Empowerment, **Above & Beyond** (x2), Certificate of Achievement – **Craftsmanship**, Spot Award (x4), Happy Work Environment - **Freshworks**
  - Individual **Spot Award** (x2) - **Bounteous**
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## CERTIFICATIONS

- **Web Design Accessibility** by Udemy
  - **Typescript** by Great Learning
  - Learn **React** by CodeAcademy
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## EDUCATION

**Bachelor of Engineering, SSN College of Engineering, Anna University**

Apr 2015

- GPA: 8.73/10, First Class with Distinction