

Contact

Phone

+91 7010418198

Email

shriharibala21@gmail.com

Address

103, Twinkle sky apartment, Senthil
Nagar, Maraimalai Nagar

Education

2024

Bachelor of Computer Science (B.Sc)

Ayya Nadar Janaki Ammal College,
Sivakasi

Areas of Expertise

- PHP (Core PHP, CodeIgniter 3 & REST Controller)
- Node.js
- MySQL
- JavaScript
- React JS, Vite
- MongoDB & Amazon DocumentDB
- HTML & CSS

Soft Skills

- Strong analytical thinking and problem-solving
- Debugging and troubleshooting expertise
- Backend system design and optimization
- Efficient API integration and data handling
- Agile collaboration and effective communication

Languages

- Tamil
- English
- Hindi (Read & Write)

Shri Hari Bala N

Software Engineer

Profile Summary

Software Engineer with hands-on experience developing scalable LMS and CRM platforms across fintech and lead-management domains. Highly skilled in backend development using PHP (CodeIgniter) and Node.js, with solid expertise in MongoDB, MySQL, Redis, AWS SQS, and RESTful APIs. Experienced in building high-performance modules, optimizing databases, integrating dialers, and handling large-scale data workflows. Agile-driven problem solver currently enhancing full-stack development skills with React and Node.js to deliver end-to-end solutions.

Professional Experience

Tecdata IT Services pvt Ltd.

Mar 2025 - Present

CRM (Customer Relationship Management)

Tech Stack: PHP (CodeIgniter), MySQL, AWS SQS, Redis, REST API, JavaScript, Node.js

- Developed and integrated Predictive and Progressive Auto Dialer to improve outbound call efficiency and agent utilization.
- Designed backend logic for intelligent call assignment based on agent availability, reducing idle time and boosting talk time.
- Built RESTful APIs to manage call flows, dispositions, and real-time tracking across multiple campaigns.
- Implemented AWS SQS for scalable task queuing and Redis for real-time data caching and performance optimization.
- Created reporting dashboards for campaign analytics, agent productivity, and call outcome insights.

Tecdata IT Services pvt Ltd.

Sep 2024 – March 2025

Lead Management System (LMS) with Dialer Integration

Tech Stack: PHP (CodeIgniter), MySQL, REST API, AWS SQS, Redis, JavaScript, jQuery

- Developed scalable LMS modules for managing Motor, Health, Mutual Fund, and Personal Loan leads.
- Integrated Predictive & Progressive Auto Dialers for automated outbound calling and improved conversions.
- Built RESTful APIs for seamless LMS-Dialer communication and real-time lead synchronization.
- Optimized MySQL queries and database schemas to handle high-volume data efficiently.
- Implemented AWS SQS and Redis caching to reduce latency and improve system performance.

Tecdata IT Services pvt Ltd.

Aug 2024 – Dec 2024

LMS POS (Point of Sales)

Tech Stack: PHP (CodeIgniter), MySQL, REST API, JavaScript

- Designed and implemented the Policy Details module to enable users to view and manage comprehensive insurance policy data.
- Developed features to display policy type, coverage, premium, and policyholder details, enhancing user accessibility and transparency.
- Integrated backend services to fetch and summarize total policy counts per user for reporting and analytics.
- Ensured data security and compliance with insurance standards for handling sensitive policyholder information.
- Optimized database queries and backend logic to improve data retrieval speed and system responsiveness.