

Sapna Sivakumar

+4915213904413, 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	:	7 ^h January 1991
Gender	:	Female
Nationality	:	Indian
Address For Communication	:	Lehrter Straße 3, 10557, Berlin, Germany