

Sedhuraja Nallayan

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SENIOR SOFTWARE ENGINEER – PRODUCT DEVELOPER – WEB/CLOUD-BASED APPLICATIONS

7+ years of verifiable track record of building and scaling web and cloud-based applications. Currently serving in Freshworks and is leading the development of a reporting dashboard using ETL Architecture and AWS Stack. Self-starter who demonstrates strong initiative, sense of urgency, and intellectual curiosity while maintaining a focus on identifying opportunities to improve applications and functional performance. Excellent verbal and written communication skills coupled with the ability to work well in a service-driven, team-oriented environment.

SKILL AREAS

Product Development
Testing & Troubleshooting
SDLC

Clean Coding
Product Improvement
Problem Solving

Team Management
Documentation
Cross-Functional Team
Coordination

TECHNOLOGY COMPETENCE

Java, JavaScript, Backbone, jQuery, Ruby, Rails, RSpec, REST, MySQL, Highcharts, d3, Node.js, Junit, AWS, Redshift, EclipseLink.

SOFTWARE SKILLS

Eclipse IDE, Brackets, Sublime, Code, GIT, MS-Office, SVN.

PROFESSIONAL EXPERIENCE

Freshworks Technologies Pvt Ltd., Chennai
Jul 2016 – Till Date



SENIOR PRODUCT DEVELOPER

Product:

Closely involved in the design and full stack development of a reporting tool for the Customer Helpdesk Application – Freshdesk and Reporting Product.

Tools Used:

Mac, Git, Sublime IDE, Ruby, Rails, Python, Redshift, Linux, Sidekiq, Highcharts, RabbitMQ, Apache Kafka, ETL Pipeline using Kafka

Key Responsibilities:

- Part of the team that was involved in developing web-based reporting tools/dashboards and data warehousing for internal needs
- Designed and developed ETL Architecture, AWS Stack and AWS Redshift Maintenance
- Develop data warehouse functionality – build data warehousing system from technical and functional specifications
- Test and troubleshoot – test designs of the new system to ensure smooth operations and fix any issues that arise
- Identify and capture lessons learned, best practices, and information gained during the performance of tasks
- Establish standards and best practices for dashboards and related technologies for the project

Impacts & Differentiators:

Observation	The reports 95th Percentile time was around 50 seconds
Challenges	The initial Analytical Database was built on AWS Redshift Single DS2 cluster, and as the database grew, so did the response time, leading to severe lag
Steps Taken	<ul style="list-style-type: none">Migrated DS2 to DC2 cluster, providing more computation powerDeveloped multiple clusters and dynamic rebalancing of data, using integer obfuscation, instead of maintaining account cluster mappingIntroduced the concept of short time range tables such as 64-day tables, as most of the queries were in the ranges of 30 days
Achievements	The current system's 95th percentile is under 2 seconds

SOFTWARE ENGINEER

Product:

Design and full stack development of Broadcloud Applications like MessageNow, Rialto Enterprise Portal using JavaScript and Java frameworks.

Tools Used:

Windows 10, Brackets, Eclipse IDE, SVN, CentOS, Putty, GWT, SmartGWT, XML, JavaScript, CSS, Backbonejs, AMD, REST, Highcharts, Bootstrap, Junit

Key Responsibilities:

- Designed and developed commercial web-based applications and enhancement of VoIP based applications driving a team of 4 members
- Gained substantial understanding and knowledge of concepts such as OO Analysis, Principles, and Design Patterns
- Experienced in establishing, leading, and working with cross-functional teams and within a distributed IT environment
- Overseeing application coding and providing technical expertise and mentoring to other developers

Impacts & Differentiators:

Observation	The app started lagging and started to freeze during the usage
Challenges	Identified the problem to be of zombie views and owing to authentications
Steps Taken	<ul style="list-style-type: none">▪ Developed a core app framework, cleaning up the zombie views and managing the authentication access rights▪ Created widgets and charts, as reusable elements ensuring that they are modular and can be used whenever required
Achievements	Application lag was significantly brought under control.

SOFTWARE ENGINEER

Product:

Designed and developed commercial web applications for Security and Healthcare domain

Tools Used:

Java, GWT, extGWT, MySQL, HTML, CSS, JavaScript, Xml, Log4j, Junit, Gwt-Test

Key Responsibilities:

- Involved in design and development of white box testing tool to validate database entries using HTML, Servlets, JUnit, MySQL
- Involved in design and development of SecureGRC Application using GWT, extGWT, MySQL, Java, JavaScript, CSS, Log4j, EclipseLink
- Leveraged:
 - Design patterns like MVP, Builder, Proxy, Singleton, Observer, Command
 - GWT Concepts like UiBinder, GWT-Test, GWT-RPC, GIN
 - External libraries like Fusion Charts, Aspose, Rapid 7, TinyMCE

CREDENTIALS

2006 – 2010	Amrita School of Engineering, Coimbatore, Tamil Nadu <ul style="list-style-type: none">▪ B. Tech – Electronics & Communication Engineering
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ADDITIONAL INFORMATION

Languages	English, Tamil
Date of Birth	01/06/1989
References	Available on request
