

SARAVANAN CHANDRASEKARAN (SDE - III, Verizon)

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EXECUTIVE SUMMARY

Lead Full Stack Developer with **6.5 years** of experience in the technology, banking, and retail industries. Passionate about technology, I have successfully developed and deployed numerous object-oriented and web-based Enterprise applications using **Python** (Flask, Django), **AI/ML**, **React**, **Javascript** and **Java Spring Boot**, following Agile methodology. Played a pivotal role as a dev lead for the **Center of Excellence in Verizon** to integrate **Google's** Contact Center Artificial Intelligence (**CCAI**) in Verizon customer and agent chatbots.

PROFESSIONAL SKILLS

Languages: Python (Advanced), Java (Advanced)

Frameworks: Flask, Django, Spring Boot, FastAPI

Web: React JS (Advanced), JQuery, PHP, HTML5, CSS3

Automation: Selenium, Appium, Robot Framework, Scrapy, BS4

Databases: PGSQL (Advanced), MySQL

Clouds: GCP, AWS (Advanced), Azure

Miscellaneous: Digital Human Assistant, Wav2Lip, Dialog flow CCAI Chatbot, Artificial Intelligence, Apache, Docker, Jenkins, Spacy, NLTK, FFMpeg.

EDUCATION

Masters of Applied Computing. University of Windsor (Ontario, CA)

- Currently pursuing (Fall 2023)

Bachelor of Technology (Information Technology). Anna University (Chennai, IN)

- GPA in Program: **8.14/10**
- Top 3 Graduates of Cohort.

Professional Certifications:

- Android App Development - Besant Technologies (Chennai, IN)
- Diploma in JAVA and J2EE - E-Innovative Solutions (Chennai, IN)
- Programming in C and C++ - E-Innovative Solutions (Chennai, IN)

ACCOMPLISHMENTS

- Played a pivotal role as a dev lead for the "**Video assist using Bluejeans**" project, which gained viral attention and widespread acclaim within the tech community. This initiative resulted in a **\$1 million USD** increase in revenue for **Verizon**.
- Received **9 prestigious "Verizon Spotlight"** and **4 "Simple Thanks"** awards over the course of 4 years.
- Participated in Verizon's **NDA programs** for Agent Assist chatbots, ensuring strict confidentiality during **Apple iPhone launch** and Verizon plans.
- **Digital Human:** Led development of Verizon Kiosk machine solution, **revolutionizing customer interactions** with a digital human assistant (In-House solution using emerging technologies like Wav2Lip GFGAN).
- Received **\$2000 CAD** from the **Government of India (MSME)** for Augmented Reality on Newspaper.
- Achieved success in multiple competitions, endorsed by **Verizon's SVP & Global CIO** in this [LinkedIn Post](#).
- Successfully published **50+ Android apps** on the **Google Play Store** and achieved over **3 Million downloads**.
- Implemented a Python algorithm using Scrapy and Azure Text to Speech and generated **Youtube 7,800 subscribers** in **just 20 days** through automated video creation and API based video uploads.

PROFESSIONAL SKILLS DEMONSTRATED

VERIZON

10/2022 - 08/2023

Role: SDE - III: Team Lead - Center of Excellence (COE)

Verizon COE team **focuses on Innovation** using emerging technologies. Worked on various **innovation projects** that used **AI/ML**, AR, and Digital Human. Primarily worked as a full stack developer to develop and deploy apps in AWS servers using **Python** Flask, **React**, Google Dialog flow, and NLP libraries.

Responsibilities:

- **Digital Human:** Developed an in-house human-like **digital virtual assistant** using **Python wav2lip GFGAN** and **Google's Dialog Flow**. This virtual assistant effectively interacted with customers, providing a seamless and personalized experience. Hosted this ML model in AWS GPU instance.
 - **Dynamic FAQ Generator:** Leveraged ML models like **Text2Question** and **T5 Base fine-tuned** to create a FAQ generator for Verizon articles. This automated system efficiently generated dynamic FAQs, improving customer support and reducing response time.
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Project: VIKI (Verizon Intellectual Knowledge interface)

Role: SDE - III: Lead Full Stack Developer

04/2019 - 10/2022

Responsibilities:

- Team Lead and key developer for the agent-facing chatbots used by around 75000 Retail and Indirect stores (**Walmart, Best buy stores, etc**).
- Focused on emerging technologies like **Google's Contact Center Artificial Intelligence (CCAI)** and other custom ML models.
- One of my notable projects, the "**Video assist using Bluejeans**" gained viral attention and was widely appreciated by the tech community. Verizon earned **\$1 Million USD** additional revenue due to this project.
- Grooming the Jira Stories with the Onshore Business and delivering the project in Agile.
- Release Management and task delegation to the team members.
- Implemented the click-to-chat and slack notification feature that brought huge value to retail agent assistance by saving the customer assisting time. **Highly appreciated by the biz team.**
- **Top Functionalities:** Curbside upsell, Gif dashboard, Notification Center, Video Assist, etc.

Tools & Frameworks: Spacy, Scikit learn, ML Classifiers, Google Dialog flow, REST APIs, Python, PostgreSQL, Flask, React JS, FFMpeg.

Project: Enterprise Search

Role: SDE - II: Full Stack Developer

12/2018 - 04/2019

Responsibilities:

- Played a key role as a lead developer in Verizon's internal search engine designed using **IBM Watson**.
- Primarily worked on **React and SpringBoot** for the web page functionalities.
- Implemented ML Model for custom named entity recognition using spacy lookup for Device and Accessory identification.

Tools & Frameworks: React, SpringBoot.

WIPRO TECHNOLOGIES

#1. Client: Schneider Electrics & Wipro Gallagher Solution (WGS)

Role: Senior Project Engineer | Developer L2

03/2018 - 12/2018

Responsibilities:

- Integrated an Artificial Intelligence chatbot using the **Google Dialog flow API** with speech recognition capabilities, enhancing user interactions and providing personalized responses.
 - Developed REST APIs using **Python (Flask)** and **PostgreSQL** to create robust and efficient backend systems for data management and retrieval. Leveraged **React JS** to create responsive and dynamic user interfaces.
 - **Tools & Frameworks:** Google Dialog flow, REST APIs, Python, PostgreSQL, Flask, React JS.
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#2. Client: AT&T

Role: Senior Project Engineer | Developer L2

07/2017 - 03/2018

Responsibilities:

- Successfully migrated the application from **PHP to React** and **REST APIs** using the **Python (Pyramid framework)** and **MySQL** as the backend, ensuring efficient and secure data handling.
 - Created an end-to-end mobile version with **push notification** functionality and implemented authentication mechanisms for enhanced user experience and security.
 - **Tools & Frameworks:** Python, PHP, REST APIs, MySQL, jQuery, CSS, JS.
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#3. Client: Humax Digital

Role: Project Engineer | Developer L1

05/2017 - 07/2017

Responsibilities:

- Developed **Android applications**, leveraging Java and related frameworks, to deliver robust and feature-rich mobile solutions for Humax Digital **Set-Top Boxes (STBs)**.
 - Created **Rest APIs using Python Flask** to enable seamless communication between the mobile application and backend systems, ensuring efficient data retrieval and manipulation in a secure way.
 - **Tools & Frameworks:** Python, Flask, REST APIs, Android App development, Java, Android Studio, Pycharm.
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#4. Client: Verveba Telecom

Role: Project Engineer | Developer L1

02/2017 - 05/2017

Responsibilities:

- Developed **custom Android library** for logging and report generation, enhancing issue tracking and resolution through Jira.
 - Implemented **Java Mail API (SMTP)** for seamless in-app email communication and notifications.
 - **Tools & Frameworks:** Python, Android App development, Java, SMTP libraries.
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#5. Client: TD Bank (US & CANADA)

Role: Project Engineer | Developer L1

10/2016 - 02/2017

Responsibilities:

TD Bank Mobile App:

- Enhanced TD Bank Android application, **optimizing performance** and **user experience**.
- Implemented End-to-End mobile app automation using **Appium** and **Selenium** for **Android and iOS devices**.
- Improved testing efficiency by implementing **parallel execution of test cases** using **Appium**.
- **Tools & Frameworks:** Java, Android app development, Appium, Selenium, Android Studio, Eclipse IDE.

HONORS & AWARDS

PROJECT AWARDS:

- **Video Assist:** Spotlight award from **SVP & Global CIO of Verizon** for successful project delivery.
- **2 Spotlight awards** from **Vice President - IT**, for the best contributor and key lead developer of the chatbot team for the year 2021 and 2023.
- **NDA Program:** Spotlight award for delivering iPhone launch NDA program from **Associate Dir of Verizon**.
- **COE:** Spotlight award for commitment to outstanding performance from **Executive Dir of Verizon**.
- **VIKI:** Spotlight award for migrating the application from on-prem to AWS from **Associate Dir of Verizon**.
- **Bill High functionality:** Spotlight award for delivering great experience from **Associate Dir of Verizon**.
- **COE:** Spotlight award for consistent core value from **Executive Dir of Verizon**.

INNOVATION AWARDS:

- **Gif Dashboard:** Received spotlight award from Executive Dir of Verizon.
- **Digital Human:** Received spotlight award from SVP of Verizon for innovating VZ Virtual assistant.
- Received **\$2000 CAD** from the **Government of India (MSME)** for Augmented Reality on Newspaper.

COMPETITION AWARDS:

- **DiscoverX Winner:** Received prestigious spotlight award from SVP & Global CIO of Verizon.
- **VZ Technovator:** Received prestigious spotlight award from SVP & Global CIO of Verizon.
- Participated in the **HCL HACKATHON** conducted by Anna University and won a cash award of **\$350 CAD**.
- **MOBATHON:** Conducted by **Daimler Financial Service** secured 4th spot out of **600** teams (National Level).

PERSONAL PROJECTS

- Android Projects **50+ apps**, published and maintained in Google Play Store.
- Food Delivery Service (Like **Zomato** and **Swiggy**)
- Daily Tamil Newspaper (**Downloads:** 800,000 - 1,000,000)
- Tamil Songs in Piano (**Downloads:** 50,000 - 100,000)
- CELO Multiuser Launcher Android Application
- BCS Indian language text and Image to video
- BCS Voice Assistant: Indian languages Chat Bot
- BCS Newspapers: Video, Article, News Chat Bot