KANNAN **RAJENDRAN**

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PROFESSIONAL SUMMARY

Senior full-stack Freshworks app developer with 3+ years building scalable web applications and business automation solutions. Delivered 30+ full-stack applications using PHP/Laravel, Node.js, React, Python, and FastAPI, plus 50+ custom Freshworks applications. Strong expertise in REST APIs, webhooks, OAuth 2.0, JWT authentication, database optimization, AWS deployment, and workflow automation.

TECHNICAL SKILLS

- Web development skills: Frontend - JavaScript, React.js
- Backend - Node.js and PHP Laravel
- API development & integration: REST APIs and WebSocket connections
- Security frameworks: OAuth 2.0 and JWT for authentication
- Database expertise: SQL and NoSQL including MongoDB design principles
- Freshworks ecosystem knowledge: Developer platform with Freshdesk and Freshservice capabilities
- Cloud infrastructure & DevOps tools: AWS EC2 deployment strategies and Linux performance metrics
- Automation technologies & AI applications: n8n workflows and OpenAI API functionalities

PROFESSIONAL EXPERIENCE

Senior Full Stack Developer **02/2023 to Current**
Kambaa Incorporation **Coimbatore, India**

- Built, enhanced, and maintained 30+ full-stack web applications using PHP, Laravel, Node.js, Express.js, React.js, Python, and FastAPI.
- Delivered 20+ websites and 5+ web applications for business, e-commerce, and enterprise requirements using PHP and Laravel.
- Developed 5+ React.js and Express.js applications, building responsive frontend interfaces and scalable backend APIs.
- Built 3+ FastAPI-based REST API and backend services with authentication and third-party system integrations.
- Created 10+ Node.js cron-job automation services for scheduled processing, reporting, background operations, and data synchronization.
- Designed, developed, tested, and deployed 50+ custom Freshworks applications across Freshdesk, Freshservice, and Freshsales.
- Integrated applications with third-party platforms using REST APIs, webhooks, WebSocket integrations, and workflow automation.
- Implemented secure authentication and data-handling mechanisms using OAuth 2.0 and JWT.
- Developed custom frontend and backend functionality based on client-specific business workflows and requirements.
- Designed and optimized database structures and queries to support scalable and reliable application performance.
- Automated AWS cloud deployment processes, reducing application go-live turnaround time by 25%.
- Managed application deployments and production environments using AWS EC2 and Linux.
- Troubleshot and resolved frontend, backend, API, database, server, and production issues while improving application performance.
- Maintained and enhanced existing applications through debugging, code optimization, feature development, and performance tuning.
- Collaborated with cross-functional Agile teams to gather requirements, design technical solutions, test functionality, and deliver production-ready releases.
- Used development and automation tools including Claude Code, Cursor, Codex, n8n, Make, and OpenAI API to improve development and workflow efficiency.

KEY PROJECTS

1. Custom ERP & Sales CRM

Tech Stack: React.js, Node.js, Express.js

Developed a custom ERP and Sales CRM platform to manage employee activities, customer information, sales operations, customer visits, attendance, and support activities within a centralized system.

- Built the frontend using **React.js** and backend services using **Node.js and Express.js**.
- Developed an **employee attendance management module** for recording and managing employee attendance information.
- Implemented **location-based customer visit tracking** to monitor field employees' customer visits and sales activities.
- Developed customer and sales management functionality to maintain customer details and related business activities.
- Built an **inbuilt ticket management system** for creating, assigning, tracking, and managing customer support requests.
- Developed REST APIs to connect frontend modules with backend business logic and application data.
- Created centralized workflows for managing employees, customers, visits, sales activities, attendance, and support tickets.

2. Custom Customer Portal with CRM Integration

Tech Stack: React.js, Python, FastAPI

Developed a standalone **customer portal integrated with an existing CRM**, enabling customers to access required CRM-related services without providing direct access to the internal CRM platform.

- Built the customer-facing frontend using React.js.
- Developed backend APIs and business logic using Python and FastAPI.
- Integrated the customer portal with the existing CRM through REST APIs.
- Enabled customers to securely access relevant customer information and services through the external portal.
- Maintained separation between customer-facing functionality and internal CRM administration.
- Developed API-based communication between the React frontend, FastAPI backend, and CRM system.
- Created simplified customer workflows while using the CRM as the underlying backend system.

3. Expo & Event Management System

Tech Stack: PHP, Razorpay

Developed an **Expo and Event Management System** that enables administrators to create events, publish event landing pages, manage registrations, and track payment information through a centralized dashboard.

- Developed functionality to **create and manage multiple events** from an administration dashboard.
- Built dynamic **event landing pages** containing event information and participant registration options.
- Developed attendee registration workflows for collecting and managing participant details.
- Created an event management dashboard to view and manage **registration lists and payment details**.
- Integrated **Razorpay Payment Gateway** to support online event registration payments.
- Implemented backend functionality using PHP for event creation, registration management, and payment-related operations.
- Provided administrators with centralized visibility into event registrations and associated payment information.

EDUCATION

Bachelor Of Science (BS): Computer Science **05/2018**
Yadava College Madurai

AWARDS & ACHIEVEMENTS

- Best Contributor - Nov 2023