Prasanna Vijayan

Loves crafting seamless UIs and building scalable, high-performing applications for the last 10+ Years.

(IND) +91 99527 49061
prasannavijayan.tm@gmail.com
LinkedIn
AI Powered Portfolio

EXPERIENCE

Lead / Senior Software Engineer - Frontend | Dec 2019 - Present
Freshworks Inc. Chennai

1. **Freshdesk**: Leading a team of three UI engineers in the end-to-end development of Workspaces, a multi-tenancy feature that allows enterprise customers to run independent business units within a **single Freshdesk instance**. The feature enforces strict data isolation, scoped access to tickets, contacts, and admin configurations, and prevents cross-BU workflow interference — addressing a critical pain point that previously forced customers to either manage multiple accounts or accept disruptive change management risks.

2. **Freshchat**: Spearheaded the integration of an AI-powered agent capable of learning from custom knowledge sources, which **reduced agent ticket volumes by 12–15%.** Collaborated closely with the bot team to ensure transparent and timely communication of AI-driven changes.

3. **Freshchat**: Optimized the **CI/CD** pipeline by enabling parallel execution of build stages, resulting in a **4-minute reduction** in each build and saving nearly 3 hours of total build time daily. Involved junior team members in profiling and debugging sessions to strengthen their understanding of build systems and performance tuning.

4. **Freshchat**: Collaborated with the platform team to introduce a new multi-level data field, which contributed to a **10% increase** in new customer sign-ups.

5. **Freshsuccess**: Successfully migrated a legacy application from RequireJS to Webpack, achieving a **20% improvement** in page load times. Simultaneously integrated React.js with Dust.js to modernize the tech stack.

6. **MFE Adoption & Migration Rationale**: As part of the transition from Ember.js to React, adopted a **Micro Frontend (MFE)** architecture to enable incremental migration and long-term scalability. This not only reduced the risk associated with large-scale rewrites but also allowed teams to work in parallel, improving development velocity. Actively contributed to this initiative by ensuring all new code was written in React and collaborating with senior engineers to align the implementation with long-term architectural goals.

Associate - Frontend Developer | Jul 2018 - Nov 2019
Cognizant Technology Solutions Chennai

Software Engineer - Frontend | Nov 2017 - June 2018
Shippable India Pvt. Ltd. Bangalore

Software Engineer - Frontend | Aug 2017 - Oct 2017
EdGE NETWORKS Pvt. Ltd. Bangalore

Associate / Senior Associate - Frontend | June 2015 - July 2017
Icicle Technologies Pvt. Ltd. Bangalore

Developer - Frontend | Jan 2015 - June 2015
EveryCrave WebTeck Pvt. Ltd. Bangalore

SKILLS

Frontend Dev & Frameworks
ReactJS, Ember.js, HTML5, CSS3, JavaScript, TypeScript, SCSS, Bootstrap, Tailwind CSS, React Libraries (React Router, TanStack), i18n - Localization & Translation Management using Crowdin, SPA

Tooling & Build Systems
Webpack, Vite, Grunt, Gulp, Yarn, PNPM, NPM, Node, Git, GitLab, GitHub Actions, Jenkins, Groovy

Testing, A11y & Performance
Jest, Testing Library, QUnit, Axe, Lighthouse, WCAG Compliance, A11y, Web Performance

Cloud, Deployment & Infra
AWS (S3, EC2, CloudFront), Heroku, Docker, MFE (Deployment Strategy)

CERTIFICATIONS

https://www.linkedin.com/in/prasannavijayan/details/certifications

AWARDS

1. Agility Through Empowerment
2. Go-Getter Award
3. Standout Individual Performer
4. Long Service Award
5. Mountain Mover Award

EDUCATION

K.L.N.College of Engineering (Affiliated to Anna University)
B.Tech IT, 2010 - 14 | 7.71 / 10
Google Student Ambassador (2013 - 14)

PASSION

Marathon, Badminton, Reading Books