

# Swati Bhatia

Delhi, India | +91 9310728133 | [swatibhatia626@gmail.com](mailto:swatibhatia626@gmail.com) | [Linkedin](#) | [Github](#) | [Portfolio](#)

## SKILLS

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**Programming Languages :** JavaScript , TypeScript

**Libraries and Tools:** React, Redux, Next.js, HTML5, CSS3, SASS, Tailwind CSS, Bootstrap, MaterialUI, Ant Design, Git , Webpack , Parcel, Nodejs , d3.js, chart.js

**Debugging and Testing:** Browser DevTools, ESLint, Prettier, Jest, Lighthouse

**Project Management & Version Control:** Jira , Clickup, Github

## WORK EXPERIENCE

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### ORISERVE ( Unlax Consumer Solutions Private Limited )

Noida, UP

#### Software Engineer - Frontend

May 2024 – Current

- Developed an **AI-powered Voice Analytics** platform to analyze conversations, enhancing customer service and improving operational efficiency, contributing to a **15% increase in company growth**.
- Optimized call analysis workflows by integrating an interactive call recording system with synchronized audio playback and real-time transcript display, **improving efficiency by 40%** and **user engagement by 35%**.
- Designed and implemented the entire frontend architecture of the Voice Analytics platform **single-handedly**, improving **scalability by 50%**, enhancing responsiveness.

### Junior Software Engineer - Frontend

May 2023 – May 2024

- **Collaborated** with designers, backend developers, and stakeholders to implement new features and enhance existing ones, improving **feature delivery speed by 30%**.
- Worked with **Socket.io** to enhance real-time chatbot interactions for brands like **Indigo and Vodafone**. Contributed to various dashboard features, including a **ticketing system and OTP verification flow**, improving **workflow efficiency by 40%**.
- **Ensured high code quality** through best practices, code reviews, significantly **reducing production bugs by 40%** and enhancing system reliability.

### Software Engineer Intern - Frontend

May 2022 – May 2023

- Acquired expertise in the **end-to-end development lifecycle** of chatbots, from **planning stages to final launch**.

## EDUCATION

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### CHITKARA UNIVERSITY

Punjab, India

Bachelor of Engineering | CGPA: 9.8

2019-2023

## PROJECTS

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### Travel Advisor - Javascript , React , Google Maps API

- Designed an interactive map UI with markers and popups using Google Maps API, displaying nearby restaurants, hotels, and attractions with essential details like reviews, pricing, and contact info.
- Links - [Project Link](#) , [Github Link](#)

### GitHub Lookup - Javascript , React

- Crafted with React and Redux, this GitHub clone empowers users to delve into repositories and profiles seamlessly.
- Links - [Project Link](#) , [Github Link](#)

## ACHIEVEMENTS

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Earned the **"Star of the Month"** award at Oriserve for contributions to the VoiceInsights Dashboard. **Single-handedly** led the frontend development, delivering a smoother and more insightful user experience.