

SRIDHAR MURALI

Senior Frontend Engineer | Building Scalable, High-Performance SaaS Products

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Professional Summary

Senior Frontend Engineer with **4.5+ years** of experience building **enterprise-level SaaS applications**. Specializes in high-performance, scalable, and user-centric interfaces using JavaScript frameworks like **Ember.js** and **React.js**. With **8.5 years of industry experience**, including 4 years in QA (2016–2020), I focus on delivering seamless user experiences and am known for writing efficient, accessible code, strong debugging skills, and taking full ownership of projects.

Achievements

- Developed **250+ features** across **Helpdesk & Servicedesk** products.
- Created **30+ UI components** and **20+ React Custom hooks** facilitating reusability.
- Built **Service Desk product from scratch** as part of a 4-member team, contributing to its architecture and development.

Skills

- **Frontend Technologies:** JavaScript (ES6+), React.js, Ember.js, Ember Data, Redux, Context API, TailwindCSS, HTML5, CSS3, SCSS, Less, Performance Optimization.
- **Testing & Automation:** QUnit, Jest, Mirage JS, Selenium, Pytest.
- **Backend & API:** Python, Django, JSON, REST APIs.
- **Version Control & CI/CD:** Git, Github Actions.

Professional Experience

Happyfox Inc

08/2020 - Present

Senior Frontend Engineer

- **Products worked on:** **HappyFox helpdesk** (SaaS-based Customer Support Platform) and **HappyFox servicedesk** (ITSM and Service Desk SaaS Platform)
- Engineered **250+ features** for Helpdesk and Servicedesk products, from requirements gathering and timeline planning to transforming designs into intuitive, high-quality user interfaces using **Ember JS & React JS** by leveraging strong understanding of **javascript ES6**.
- Built **30+ UI components** and **20+ React custom hooks**, facilitating reusability across multiple products at Happyfox and streamlining development cycles by improving **Developer productivity** and **Delivery timelines**.
- Single-handedly improved accessibility of the customer portal, increasing compliance from **30% to 80%**, aligning with **WCAG standards** to enhance the user experience.
- Implemented a peer review process that resulted in a **30%** increase in code efficiency and dev test coverage resulting in **stable release cycles**.
- Enhanced **unit** and **integration** test coverage, ensuring robust test suites that proactively identified issues early and contributed to smoother, more reliable releases.
- Delivered around **40 hotfixes** for critical issues within 24 hours, reducing downtime and substantially increasing user satisfaction.
- **Optimized** API request handling through **caching** and **debouncing**, reducing redundant network calls and boosting frontend performance significantly.
- Orchestrated end-to-end development lifecycle for **10** major features, **overseeing technical specifications**, development, and successful deployment while ensuring alignment with user needs and **exceeding business goals**.
- Collaborated with **cross-functional teams**, including Product, Design, and Backend, in **Agile/Scrum** environments to deliver high-quality product solutions.

Happyfox Inc

08/2018 - 08/2020

Test Automation Engineer

- **Products worked on: HappyFox helpdesk SaaS-based Customer Support Platform**
- Created a robust automation framework using **Pytest** and **Selenium** for UI and API testing, leading to a **20%** increase in defect detection rates and enabling quicker feedback loops during the development process.
- Automated **200+ functional and regression test cases**, improving test coverage of knowledge base(module) by **80%** and reducing manual testing efforts upto **60%**.
- Conducted comprehensive **cross-browser** and **cross-device compatibility** testing, ensuring consistent user experiences across platforms.
- Identified, documented, and troubleshoot critical defects, collaborating with development teams to ensure rapid resolutions, reducing bug resolution time by **25%**.
- Provided actionable insights on test coverage and quality trends through detailed reports and metrics, enabling data-driven improvements.
- **Mentored 5+ junior engineers**, promoting **best practices** in test automation and maintaining high standards in quality assurance.
- Designed **interview tasks**, **evaluated candidate assignments**, and **conducted technical interviews** to support the hiring of top engineering talent.

Tata Consultancy Services Pvt Ltd

06/2016 - 06/2018

Assistant System Engineer - QA

- **Projects worked on: TCS iON Manufacturing – Cloud-based ERP Solution**
- Independently developed and executed **500+ test cases** for iON Manufacturing ERP, ensuring comprehensive coverage of **critical user flows** and **business processes**.
- Conducted thorough **cross-browser testing** to deliver a consistent and seamless user experience across multiple browsers and platforms.
- Identified and troubleshoot defects; collaborated closely with developers to ensure quick resolution and **maintain high product quality**.
- Created and maintained **QA metrics reports**, highlighting test coverage gaps, defect trends, and performance benchmarks to support **continuous quality improvements**.

Certifications

- Javascript from **HackerRank**
- React from **HackerRank**

Education

SRM University | B.Tech - Computer Science & Engineering (2012-2016)

Languages

- English
- Telugu
- Tamil
- Hindi