

SHRIRAM NARAYANASAMY

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Visa Status: L2S (Authorized to work in US)

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PROFESSIONAL SUMMARY

A results-driven Full Stack Developer with more than 10 years of experience designing, building, and leading the development of scalable, user-centric web applications. Proven expertise in creating complex customer engagement platforms using React, Spring Boot, and microservices architecture. Successfully led the development and launch of a multi-channel digital communication hub, resulting in an 8% increase in sales conversions and a \$100K cost saving on a related project. Recently expanded into agentic AI, autonomously building a Fixed Wireless Access (FWA) conversational sub-agent via CX Agent Studio that scored 84% in a competitive audit of 44 agents. A dedicated mentor and team lead committed to delivering high-quality software and fostering team growth.

TECHNICAL SKILLS

AI, LLMs & Conversational Engineering: Generative AI | Agentic AI Architecture | CX Agent Studio | Google Dialogflow | Prompt Engineering

AI-Assisted Development Tools: GitHub Copilot | Claude Code | Cursor

Programming & Frameworks: Java | Spring | Spring Boot Reactive | JavaScript | React

Microservices & API Development: RESTful APIs | Apigee | Kafka

Databases: RDBMS (Postgres) | NoSQL (Cassandra)

Agile & DevOps: Agile | SAFe | Kanban | JIRA | Trunk-Based Development | Jenkins | Kibana | Adobe Analytics | Docker

Security & Version Control: OAuth2 Implementation | Spring Security | Git | GitLab

PROFESSIONAL EXPERIENCE

Verizon | Full Stack Developer & Team Lead | 2018 – 2026

- Autonomously engineered a Fixed Wireless Access (FWA) sub-agent via CX Agent Studio, streamlining 5G and LTE onboarding by delivering highly contextual, empathetic, and human-like conversational experiences.
- Designed and integrated a meta-cognition self-auditing layer to minimize LLM hallucinations, implementing strict AI guardrails and data-noise filtering to optimize tool-call data extraction.
- Ranked among the top-performing conversational agents in a competitive prompt audit spanning 44 distinct agents, securing top tiers in safety guardrails, context retention, goal scope, and brand tone.
- Optimized production performance and resolved critical issues for the line upgrade sub-agent, directly enhancing customer experience (CX) metrics and boosting sales conversion rates.
- Led the design and migration from a legacy live chat system to 'Digital Concierge, a unified customer engagement platform. Integrated live chat, click-to-call, and video call functionalities using React, reactive Spring Boot, and a microservices architecture. This initiative increased overall user engagement by 5%, boosted sales conversions by 8%, and achieved an 85% customer satisfaction (CSAT) score.
- Engineered and integrated a generative AI feature to deliver personalized customer messages based on click-stream data. Implemented a customer scoring model to intelligently rank and display the most effective communication channels, improving the click-rate for live chat by 7% and click-to-call by 4%.

- Built and trained conversational AI flows in Google Dialogflow for the Verizon Assistant, creating automated paths for lead generation and routing to handle customer intents effectively.
- Developed a critical middleware solution to serve as an interface between the user interface and a third-party vendor framework during a separate chat platform migration. This work enabled project completion one month ahead of schedule and delivered a cost saving of approximately \$100K.
- Reduced incidents of 'ghost chats' by 4% by designing and implementing a new backend flow for the wireline sales chat application using the Apigee API gateway.
- Established comprehensive application monitoring by creating Kibana dashboards and alerts for proactive error detection. Implemented Adobe Analytics tracking by dispatching custom events for all user interactions to enable detailed journey analysis.
- Mentored and coached new developers, bringing them up to speed on project architecture and best practices to enable their independent contribution. Regularly led scrum meetings and collaborated with business partners to define and refine user story requirements.

Prodapt Solutions Pvt Ltd | Software Engineer | 2015 – 2018

- Designed and implemented an IoT solution for a national park project, featuring a geofencing system that sent real-time informational notifications to visitors' mobile devices upon entry. Built the back-end service using a monolithic Spring Boot application deployed on AWS EC2.
- Developed a full-stack expense tracking application from concept to deployment using React, Spring Boot, and PostgreSQL. The new system streamlined budget management and cut expense report processing time by 60%.
- Built a back-end solution to process mobile sensor data and track the location of field resources through a dashboard user interface.
- Created an application that integrated with Outlook webhooks to automatically push approval decision data into back-end systems, improving workflow efficiency.
- Contributed to an application designed to monitor and extract publicly available data surrounding an area where a 911 call was placed.

EDUCATION

Bachelor of Engineering — Sri Venkateswara College of Engineering
 Specialization in Electronics and Communication Engineering (2010 – 2014)
 Project: Coverage Hole Detection and Recovery in Wireless Sensor Networks

ACHIEVEMENTS & AWARDS

- Led the migration of the live chat platform to a new vendor framework earning two Spotlight Awards.
- Recognized with multiple 'Simple Thanks' awards from business partners for effectively leading and orchestrating scrum meetings, ensuring seamless project delivery.