

ELAMARAN A E

Software Engineer

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WORK EXPERIENCE

Freshworks

Chennai, India

Lead Software Engineer - Backend

Jan 2025 – Present

- Led a team of **six** developers to design and launch DocuSign integration for Freshservice Documents, delivering a seamless signing experience for HR customers.
- Improved the Workspaces feature in Freshservice by resolving backlogs and maintaining a **zero-defect** record.
- Implemented Slack alerts to detect and resolve production and staging errors before they affected customers.
- Developed **fastspec**, an open-source library that removes Rails boot overhead for RSpec, increasing test-driven development productivity for internal teams.
- Mentored junior developers and academy graduates through technical reviews and knowledge sharing to improve coding standards.

Senior Software Engineer - Backend

Jul 2022 – Dec 2024

- Reduced search latency from **8s** to under **200ms** for high-volume accounts by eliminating N+1 queries, rewriting joins to use indexes, and lazily rendering in-viewport results, greatly enhancing user experience.
- Increased RSpec unit test stability from **50%** to over **99%** by eradicating false failures through database isolation and state restoration, ensuring reliable CI/CD.
- Reduced unit test runtime from **60** to **15 minutes** solely through code optimizations, enabling faster development cycles.
- Developed Microsoft Teams integration for Freshsales, supporting product adoption.
- Migrated Elasticsearch to OpenSearch with **zero** downtime, ensuring ongoing support and performance continuity.
- Transitioned legacy Office 365 email endpoints to Microsoft Graph API, ensuring continued support for CRM mailbox integrations.
- Implemented RuboCop CI linting with custom Git integration to validate only changed lines, reducing review time and improving code quality.

Software Engineer - Backend

Oct 2020 – Jul 2022

- Maintained and enhanced email features in Freshsales, including bulk mailer, DKIM verification, and custom domain support, ensuring high deliverability and low bounce rates.
- Developed front-end pages in **Ember.js**, collaborating with senior engineers to deliver high-impact features.
- Integrated Freshsales with Heap Analytics, enabling usage tracking and providing actionable UI metrics for product teams.

EDUCATION

SASTRA Deemed University

Thanjavur, Tamil Nadu

Bachelor of Technology in Information Technology

Jul 2016 – Jun 2020

PROJECTS

markdown-to-json

Developed a command-line utility in Haskell to convert Markdown to JSON for streamlined markdown rendering.

rlox

Created a Rust implementation of the LoX language to explore compiler design, parsing, and execution.

fastspec

Developed a gem to run RSpecs faster during development by reusing the Rails boot process.

AWARDS

Secure Coding Tournament - Winner

Apr 2025

Issued by Freshworks Cybersecurity Department

Hackathon - Runner Up

Sep 2021

Issued by Freshworks CRM Business Unit

SKILLS

Languages and Frameworks: Ruby on Rails, Java, JavaScript, Ember.js, React.js

Databases: MySQL, Redis, ElasticSearch

Practices: REST API, Design Patterns, Profiling, Unit Testing