

RAGHU RAM T

MEMBER LEADERSHIP STAFF

Lead Software Engineer with over 10 years of experience in solving complex applications, team collaboration. At present, employed in [Zoho](#), developing friendly REST APIs and developer oriented items revolving around [Zoho CRM](#)

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CAREER HIGHLIGHTS

- Took responsibility of Zoho CRM API and built various features around it.
- Built a team with good second level leaders driving the team goals.
- Revamped the entire Zoho CRM API and released it as v2. Migrated 8000+ customers to use the new APIs by proper communication and help.
- After v2, released v2.1 and v3 by establishing best practices for better convergence in future.
- Saved more than 50% of the Automation developers time while covering the automation for APIs (by auto generating the API testcases), using the custom built API specification based on OpenAPI.
- Built a new API Management tool to take care of API Audit, generate SDKs and help documents automatically
- Did various server side optimizations over Zoho CRM API for the faster response time and less server load.

SKILLS & EXPERTISE

Java

Struts/Spring

Apache Tomcat

HTML/CSS/JS

MySQL/PostgreSQL

Kafka

Redis

Python (basics)

Machine Learning & Neural Networks

Mentoring & Team building

Work Generation

Long Term Thinking

Inter Team Conflict Management

Project Management

PROFESSIONAL EXPERIENCE IN ZOHO

2023 - 2024*

Aligned the team to go for sequential release of Zoho CRM APIs. Played a key role for Zoho CRM APIs being awarded as one of the best API, by Postman. <https://www.postman.com/explore/postman-api-network-awards-2024>. Devised developer centric features for Zoho CRM, which are yet to be released. As team size being increased, time being spent to optimize the work and get the best out of the team.

Team Size: 40

2021, 2022

We co-ordinated and released API Version 2.1 . The SDKs and Automation for that version are mostly generated by our Spec framework. We improved our help doc.

Team Size : 21

Released the new version of APIs v3. Developed API version release framework for easier future releases. Now serving over 12,000+ CRM organizations with more than 5000+ applications. Released the API Management tool named ZEST, using our new API Specification format. It generates our API automation, SDKs for more than 8 programming languages.

Team Size : 32

2019, 2020

From we developing APIs and exposing them to customers, we pushed the entire Zoho CRM team to develop their features in APIs and use it in the web UI to render. This way we were able to build so many APIs with a single code logic for both APIs and web UI. During this process, we devised various methodologies like API Audit (to make sure that the developers develop API in proper standards), common code which can be made use of for easier API development etc. Meanwhile, we improved our API Automation framework by building our own xml based API specification format called Spec. With that, we were trying to create API Automation cases automatically and generate SDK automatically.

2018

Released the new version V2 of APIs, SDKs for Zoho CRM with a bang. 8000+ CRM organisations and third party vendors were using our old APIs, the changes from older version to newer version is so huge. Over the period of next 2 years, we co-ordinated with all customers and helped them migrate.

Team Size : 17

2016, 2017

Started new version of API development for Zoho CRM based on the REST Standards and developed faster API Automation from groundup. Proper SDK development team has been started, so that in each language we'll release SDKs with industry standards. Released those APIs for internal team's integration purposes. It is the transition period for my entire team.

Team Size : 8

FEB 2014 - 2015

Joined Zoho CRM as Member Technical Staff. Developed basic API functionalities. Created client libraries for APIs in different languages (PHP, Python, Ruby, Java). In addition to developing APIs, handled the integration between Zoho Analytics & Zoho CRM. Released a full revamped version of integration between Zoho Finance and Zoho CRM with new Dashboard, Charts and Reports.

- Because of Zoho Finance & Zoho CRM integration, usage increased more than 3 fold.
- Collaborated with multiple teams
- Started mentoring 2 people from 2015
- Played key role in the release of CRM Plus Bundle

In addition to this, my responsibility also lies in **maintaining a technical content writing tool team, generating work items for the team, hiring candidates and connecting with Zoho Partners for their Zoho CRM Developer training.**

EDUCATION

B.TECH IN INFORMATION TECHNOLOGY (CGPA : 9.03/10)

Amrita Vishwa Vidyapeetham, Coimbatore - Tamil Nadu / June 2010 - July 2014

- Handled website creation for college fest in 2nd year
- Done Project on Predicting Age based on the age group and published a [paper](#)
- Mocking a website as the windows 7 by web scraping

HSC, SSLC

S.H.N.V. Matric Hr. Sec. School, Sivakasi - Tamil Nadu / June 2008 - Apr 2010

- Class 12th, Maths & Biology -94.92 %
- Class 10th, 95.4 % - District level 3rd position

OTHER DETAILS

DATE OF BIRTH : 24-APR-1993

ADDRESS

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