SAI VENKAT

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EDUCATION:

- Master of Science (Computer Science): University of North Carolina at Charlotte, NC, USA.   Jan 2023 – May 2024
- Bachelor of Engineering (Computer Science): Osmania University, Hyderabad, India.   Aug 2015 – May 2019

EXPERIENCE:

Software Engineer | Truviq Systems, *Hyderabad, India*   Feb 2021 - Nov 2022

- Engineered a dashboard using Java, ReactJS, and RESTful APIs to view performance reports of each customer representative processed over 30 days with filter & sort operations, boosting issue visibility by 17% and performance management by 22%.

- Created a single-page application using HTML, CSS, ReactJS, NodeJS, MySQL, and Oracle11g to provide personalized data, customized alerts, and urgent user actions to users on login, increasing user profile utilization by 65%.

- Performed stress and unit testing for each feature and deployed them to AWS EC2 instances using Docker.

- Collaborated with clients, developers, and testers for development in an agile fashion using JIRA to track resource efforts, delivering the product in versions 2 times every 30 days, saving 32% of the product timeline.

- Maintained and troubleshot any CI/CD pipeline issues using Jenkins and Docker, resulting in 2 weeks early deployment.

Associate Solutions Engineer | Pega Systems, *Hyderabad, India*   Jul 2019 - Feb 2021

- Resolved an average of 3 bugs a day, totaling around 60 bug fixes during the deployment's regression phase, leading to a 32-point increase in the compliance score from 65 to 97.

- Built a feature for managing call transfer reasons using HTML, CSS, JavaScript, ReactJS, and NodeJS; enhanced customer service efficiency, resulting in a 25% reduction in issue resolution time.

- Formulated and implemented logic for intelligent routing in Java using Spring framework, optimizing incoming requests and increasing resolution speed by 65%.

- Developed 'CTI (Computer Telephony Integration) link setup' API in Java, allowing admins to start, stop, or restart along with CRUD operations on CTI links such as CISCO ICM, thereby improving customer engagement by 72% via phone calls.

- Engineered the 'Interaction Configurations' microservice for admins to customize interaction experiences of chat, call, or email using JavaScript, jQuery, and SOAP with data exchange in XML and SQL, resulting in a 35% increase in customer satisfaction

PROJECTS:

Lieux:

- Developed a web application named 'Lieu' using the MERN stack for users to share and manage locations, utilizing Google Maps API to view places in real-time, increasing shared location visibility by 43%.
- Implemented Server-side logic with NodeJS and ExpressJS, Client-side user interface with ReactJS, and executed user authentication with JSON Web Token, reducing unauthorized access attempts by 40%.
- Verified 10 API endpoints through POSTMAN, ensuring seamless data flow between the server and database.
- Integrated RESTful API calls with JSON as message format for CRUD operations and database and database-server integration using NoSQL MongoDB. Deployed seamlessly, reducing server response time by 40%.

TurboGuido:

- A car rental replica built with Next.js, TypeScript, and React, used RapidAPI to fetch real-time data for 130,000+ car models.
- Implemented a real-time rental price calculator based on mileage and car age, achieving 87% pricing accuracy.
- Displayed dynamic car images on interactive cards using the ImaginStudio API, accessing 500,000+ car images.

Analysis and Visualization of Sports Dataset:

- Conducted statistical analysis of NBA datasets using the EFF formula, focusing on the top 1% of players.
- Created responsive visualizations with JavaScript and D3JS, enhancing user engagement by 40%.
- Implemented a fully functioning dashboard using ReactJS and D3.js, backed by NodeJS and ExpressJS API. Utilized PostgreSQL to handle 7000 data records for scalable storage and retrieval.

TECHNICAL SKILLS:

- *Programming and Databases:* Java, Python, SQL, NoSQL, MySQL, PostgreSQL, MongoDB, Oracle
- *Web Technologies*: HTML5, CSS, JavaScript, TypeScript, ExpressJS, ReactJS, NodeJS, Tailwind, Bootstrap
- *Libraries & Frameworks*: Pandas, Springboot, Matplotlib, Django, D3JS, JSP
- *Expertise*: Amazon Web Services (AWS), REST, SOAP, Git, GitHub, Docker, Kubernetes, Microsoft Excel, Data Structures and algorithms, TDD, Microsoft Office, Microsoft Visual Studio, enterprise software, J2EE, Object-Oriented Programming, APIs, Design Patterns, Software Development Life Cycle, DevOps, Linux, microservices, Web Sockets, Apache Kafka.