MANISH KUMAR PALADHI

Software Engineer

GITHUB : https://github.com/manishpaladhi • EMAIL : paladhi.manish@gmail.com • PORTFOLIO : https://manishpaladhi.github.io/

LINKEDIN : https://www.linkedin.com/in/manishpaladhi1998/ • PHONE : +1(757) 756-8413

SUMMARY

- Highly skilled software engineer having 3 years of experience in delivering exceptional user experiences and planet-scale cloud services.
- Collaborates with cross-functional teams to design, code, debug, and test features with quality and maintainability. Possesses expertise in multiple programming languages (C, C++, Python) and proficiency in web technologies (Node.js, React.js).
- Experienced in full development lifecycle and RESTful API creation and consumption.
- Strong problem-solving and debugging abilities. Committed to maintaining customer focus and contributing to a culture of excellence, inclusion, collaboration, and customer satisfaction.

PROFESSIONAL EXPERIENCE

Elevance Health
Norfolk, Virginia
Software Engineer
01/2023 - Present

- Primary goal is to migrate the 20,000 agents from on-prem to AWS cloud / Genesys Cloud to avoid the desk phones.
- Developed contact flows in AWS Connect, resulting in a 30% improvement in customer experience.
- Implemented AWS Lambda functions for efficient data retrieval from DynamoDB tables handling 5,00,000 requests per day.
- Integrated AWS Lex with advanced speech recognition in AWS Connect, reducing customer query resolution time by 20%.
- Trained AWS Lex to accurately route customer queries to appropriate agents, resulting in a 15% increase in first contact resolution rate.
- Proficient in GIT commands for seamless collaboration and version control, ensuring smooth workflow for a team of 10 developers.
- Initiating alarms in CloudWatch for monitoring the server's performance, CPU utilization to take recommended actions for better performance.
- Implemented AWS Kinesis in contact center technology enabling real-time data streaming and analytics, enhancing customer interactions.

Old Dominion University
Norfolk, Virgnia
Graduate Research Assistant
08/2021 - 05/2023

- As a research assistant for the course "Problem Solving with C++ Programming," achieved a 95% pass rate for students by teaching advance problem-solving with C++ programming.
- Over my two-year tenure as an instructor, I facilitated the education of approximately 120 students, leading them through 12 hands-on labs and conducting research classes, offering invaluable practical exposure to the programming language. I consistently employed pedagogical techniques to elucidate intricate coding concepts, ensuring successful comprehension and mastery of the material by the students.

Verzeo
India
Internship in Python using Machine Learning
05/2020 - 06/2020

- Got trained on Machine Learning algorithms and had experience working with libraries like matplotlib, NumPy, and pandas, applying them in real-world projects.
- By using Python, achieved a 90% satisfaction rate from clients by delivering high-quality machine learning training.
- Worked on a project about converting Speech to Text & Text to Speech using Python, leveraging SpeechRecognition and PyAudio libraries to achieve accurate and efficient conversion.

ACADEMIC PROJECTS

Digital Library Search Engine with Wiki Cards
Old Dominion University
09/2022 - 11/2022

- Developed a web-based user interface (UI) leveraging Elasticsearch for efficient search functionality, resulting in a 90% improvement in search speed for accessing and searching abstracts of electronic theses and dissertations (ETD's).
- Developed and integrated user-centric functionalities, including keyphrase highlighting with Wiki-cards presenting relevant Wikipedia explanations. Implemented advanced features such as user authentication, login mechanisms, reCAPTCHA integration, spell-check, auto-complete, and document download capabilities, contributing to an enriched and seamless user experience.

ODU Call Center
Old Dominion University
02/2022 - 04/2022

- Implemented a call center management system project during my master's program at Old Dominion University, leveraging the Twilio platform to achieve a 60% increase in student communication and accessibility, providing easy access to important information relevant to their academic journey.
- Developed a comprehensive system incorporating contact flow and DTMF buttons, enabling students to connect with professors (resulting in a 40% reduction in response time), access office hours, schedule appointments with student health services, and gather insights about various university departments and colleges, resulting in a 55% improvement in overall communication and efficient information dissemination.

ACADEMIC PROJECTS

University Guide
Old Dominion University
08/2021 - 12/2021

- Recommends universities to students based on their profile, including GRE scores, English proficiency test scores, and GPA, achieving a 90% accuracy rate in matching students with suitable institutions.
- This project is built using Python libraries such as NumPy, Pandas, Seaborn, Matplotlib, and Scikit-learn, enabling efficient processing and analysis of data from thousands of student profiles. As a result, the recommendation system achieved a significant 40% reduction in decision-making time and provided students with personalized and data-driven university recommendations.

Face Recognition Based Attendance System
Malla Reddy Institute of Engineering & Technology
09/2019 - 11/2019

- The Facial Recognition System is implemented to streamline and automate the process of recording and tracking student attendance through advanced face recognition technology, achieving a 95% accuracy rate in attendance tracking. The system utilizes classifiers such as haarcascade from the CV library.
- The Tkinter-based User Interface offers an intuitive platform for attendance management, consisting of 5 phases with specific tasks: dataset creation, training, face recognition and attendance marking, attendance sheet generation, and seamless system exit. This innovative solution significantly reduces manual effort by 80%, enhancing attendance management efficiency in educational institutions.

EDUCATION

Old Dominion University
Master's in Computer Science │ GPA: **3.91** / 4

Norfolk, Virginia
08/2021 - 05/2023

Jawaharlal Nehru Technological University
Bachelor's in Computer Science Engineering │ CGPA: **7.09** / 10

Hyderabad, India
08/2016 - 09/2020

CERTIFICATIONS

Amazon Web Services
AWS CERTIFIED DEVELOPER - ASSOCIATE

Amazon Web Services
AWS CLOUD QUEST - SOLUTIONS ARCHITECT

Udemy
THE PYTHON MEGA COURSE

Coursera
PYTHON FOR EVERYBODY SPECIALIZATION

SKILLS

Programming Languages : Python · C++ · C · JavaScript

Frameworks : React.js · Angular · Node.js · Express.js

Database Management : MySQL · PostgreSQL · MongoDB · DynamoDB · RDBMS

Web Technologies : HTML5 · CSS · BootStrap · jQuery · RESTful API · jQuery · JSON · AJAX · XML · NPM · CDN · PySpark

Cloud : Amazon Web Services (EC2 · SQS · Lambda · S3 · DNS · SNS · Amazon Aurora · Redshift · API Gateway · Athena · RDS · CloudWatch)

Testing and Debugging : Unit Testing · Postman · Chrome DevTools · Pytest · Debugging tools

Methodologies : Jira · Agile · CI/CD Pipeline · Confluence · Scrum · Retrospective

Others :
Data Structures and Algorithms · Problem Solving · OOPs (Object Oriented Programming) · Machine Learning · Bash Scripting · SDLC (Software Development Life Cycle) · Data Manipulation · Data Modelling · SOAP · Data Science · Linux · MacOS · Windows