

# Akshatha Hebbar

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Portfolio: <https://akshathahebbba.github.io/akshatha-portfolio/>

## Objective

I'm an experienced Full-Stack Developer with expertise in building web applications that solve real-world problems, enhance user experiences, and drive business value. I am now looking for new challenges where I can grow my skills and be a part of innovative and impactful projects.

## Education

**Master of Science in Computer Science (3.9 GPA)**

California State University, Long Beach, California, USA

**Bachelor of Engineering in Computer Science**

VTU, Bangalore, India

## Skills

**Frontend** - Javascript, React, HTML, Typescript, CSS,

**Backend** - Node.js, Express.js, REST APIs, gRPC services.

**Testing** - Cypress, jest.

**Channels** - Teams, Slack, Webex, Google Chat, SMS, API Channel

**Data Management** - MariaDB, MySQL, Clickhouse, Redis, AWS - Dynamo DB, S3

**Containerization** - Docker, Kubernetes,

**CI/CD** - Github, Jenkins

**Software Engineer, Aisera (1.8 years)**

**Sep 2023 - Current**

- Developed an AI-powered Co-pilot for Aisera <https://play.aisera.cloud/> using React, Vite. Integrated agentic AI architecture and domain-specific LLMs to deliver personalized, proactive recommendations with a streaming experience.
- Developed channel integration with Slack, Teams, and Webex to send responses to LLMs, enabling seamless communication. It enhanced user interactions with real-time support across multiple platforms.
- Took responsibility for building the UI using React for Prompt Studio, enabling prompt engineering for LLMs.
- Developed analytics dashboards using Highcharts to monitor burndown rates and escalations rates to visualize the AI impact of the product. This led to a 90% improvement in customer efficiency and response speed.
- Developed widgets integrating with ServiceNow custom APIs, web components, and React. The widget utilized RAG solutions, aiding customers in summarizing the incident and identifying potential next actions for faster resolution.
- Authored complex and efficient SQL queries for the ORM abstraction layer, ensuring

other developers adhered to the query standards and avoided errors by enforcing necessary clauses.

- Implemented secure file uploads to AWS using pre-signed URLs as part of a security protocol to grant temporary access to S3 buckets.
- Ensured code quality with Jest, Cypress test scripts.
- Utilized monitoring systems like Grafana and Kibana to analyze system performance and availability, and identify issues proactively.

### **Senior Application Developer, Accenture (3 years)**

**April 2018 - Feb 2021**

- Successfully migrated a monolithic ticketing system for merchants under consumer goods and services, from vanilla JavaScript to a component-based framework using React, supporting 10000+ merchants.
- Developed React web components to enforce compliance with the California Consumer Privacy Act (2020), including implementing a personal information opt-out plugin.
- Developed user-friendly web application pages for ticket creation, incorporating features such as autofill categorization, ticket confirmation modal, and status tracking components.
- Implemented RESTful APIs using Node.js and Express.js, facilitating seamless interaction with a MongoDB NoSQL database.
- Utilized Webpack to package and bundle applications.
- Orchestrated the setup of a CI/CD pipeline using Git, Jenkins, and Heroku, streamlining the build and deployment processes.
- Integrated powerful monitoring tools like New Relic to monitor the health and performance of the backend server.

### **Salesforce Developer, Accenture (2 years)**

**May 2016 - April 2018**

- Worked on the ‘Service Cloud’ of the Salesforce platform to categorize cases and trigger associated Entitlements and milestones to resolve the case.
- Developed ‘Case management features’ to handle recurring case classification from multiple social media platforms.
- Integrated the application with PayPal using Oath 2.0 and following REST architecture, which enabled automatic refund for the orders to be refunded.
- Developed Web pages using HTML/CSS, JavaScript, and React on both Salesforce Classic and Lightning frameworks.