

Akshatha Hebbar

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

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Objective

Experienced Full-Stack Developer with 7 years of proven expertise in delivering web applications that solve complex problems, enhance user experiences, and drive business value. Seeking challenging opportunities to contribute to innovative projects, deliver impactful solutions, and grow professionally.

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, Next.js, CSS, Material-UI.

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

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

Data Management - MariaDB, Postgres, MySQL, Clickhouse, Redis, AWS (DynamoDB, S3).

Containerization - Docker, Kubernetes.

CI/CD - GitHub, Jenkins.

Testing - Cypress, jest.

Senior Software Engineer, Aisera (2+ years)

Sep 2023 - Current

- Developed an **AI-powered Co-pilot** for Aisera using **React** and Vite, integrating agentic AI architecture and domain-specific LLMs to deliver personalized, proactive recommendations with a streaming experience.
- Built **channel integrations** with Slack, Teams, and Zoom using **gRPC server streaming**, enabling real-time responses from LLMs and enhancing multi-platform user interactions.
- Led the **Aisera rebranding** effort under tight deadlines, updating logos, improving animations, and enhancing the conversational experience with demo walkthroughs.
- Developed an **AI Document generation system** for tickets from multiple SORs such as ServiceNow and Salesforce, using **Reasoning Engine** to display predicted resolution steps and summaries.
- Built interactive AI Generated Document-UI with **React** and **Next.js**, leveraging server-side rendering (**SSR**) for fast load times and efficient content delivery.
- Enabled document comparison and refinement, allowing customers to **improve content accuracy by up to 92%**, with dynamic updates from new AI-generated insights.
- Developed **Aisera widgets** on ServiceNow using React, and custom APIs,

implementing RAG solutions to summarize incidents and provide actionable next steps for faster resolution.

- Created **analytics dashboards using Highcharts** to visualize burndown and escalation rates, improving customer efficiency and response time by 90%.
- Authored complex and optimized PostgreSQL queries within the ORM layer, improving data retrieval performance and efficiency.
- Implemented secure **file uploads to AWS S3** using pre-signed URLs, enabling temporary, controlled access as part of a security protocol.
- Ensured **code quality** through automated testing with **Jest and Cypress** for both frontend and backend components.
- Utilized **Grafana and Elasticsearch** to monitor system health, analyze logs, and enable proactive troubleshooting and performance insights.
- Deployed applications on **AWS and Azure** using **Jenkins CI/CD** pipelines, and managed containerized applications with **Kubernetes**, ensuring scalability, high availability, and efficient orchestration.

Application Developer, Accenture (3.5 years)

Sep 2017 - Feb 2021

- Worked on Accenture's internal tickets platform, a **React** based component-driven architecture supporting up to 500k+ concurrent users.
- Designed and implemented **UI/UX** features for ticket creation, including autofill categorization, confirmation modals, and real-time status tracking components.
- Implemented **Redux** state management, improving frontend performance, maintainability, and application responsiveness.
- Built RESTful APIs using **Node.js** and **Express**, backed by **MongoDB** with optimized schemas and performant queries.
- Utilized **Webpack** for application bundling, code optimization, and improved frontend performance.
- Integrated New Relic for application performance monitoring (APM), backend health tracking, and error diagnostics.
- Worked within Agile/Scrum methodologies, participating in sprint planning, code reviews, and cross-functional collaboration.

Associate Developer, Accenture (1.3 years)

May 2016 - Aug 2017

- Developed Visualforce pages on Salesforce Service Cloud to display order details embedded with the template to handle customer refunds.
- Integrated PayPal via **OAuth 2.0** and REST APIs, **implementing authentication and authorization** to securely handle customer transactions.
- Developed and managed **APEX** batch classes to process 5 million records, including data transformation tasks, and wrote optimized SOQL and SOSL queries for efficient data retrieval.