

GOLLAPALLI SHIVATEJA

Mutharam ,Peddapelli, Telangana ,

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CAREER OBJECTIVE

As a self-motivated, highly passionate, and hardworking fresher, I am seeking an opportunity to work in a challenging organization where I can utilize my skills and knowledge to contribute to the growth of the company and to build my career.

EDUCATION

Nalla Narasimha Reddy Education Society Hyderabad, Telangana

2022 – 2025

B.Tech - Computer science and Engineering CGPA - 8.23

Hyderabad, Telagana

KBR Engineering College , Bhongir

2019 – 2022

Diploma- Civil Engineering - CGPA - 8.3

Bhongir , Telagana

Experience

Generative AI Intern

Jul 2024 - Present

Sangam Solutions

Hyderabad, India

- Developed an AI-powered chatbot and integrated it with Salesforce, enhancing customer engagement.
- Collaborated with a team of engineers and data scientists to design and implement model training pipelines, ensuring efficient data processing and model accuracy
- Automated workflows using Workato, resulting in a 15percentage reduction in manual tasks.

PROJECTS

AI-Enabled Phishing Detection Plugin | Python, TensorFlow, Scikit-learn

2024

- * Developed a plugin leveraging machine learning algorithms to identify and prevent phishing attempts in real-time, enhancing cybersecurity measures for users and organizations
- * Integrated natural language processing (NLP) and pattern recognition techniques to detect suspicious language,unusual sender information, and other common phishing indicators.
- * Trained models on a large dataset of phishing and legitimate communications, achieving [X]percentage accuracy in distinguishing phishing attempts with minimal false positives.

Dialogue System for Personalized Customer Support | Python, scikit-learn, NLP

2024

- * Developed an NLP-based dialogue system for real-time, personalized customer support across multiple channels (chat, email).
- * Integrated intent recognition and sentiment analysis to generate context-aware, accurate responses.
- * Leveraged customer data and interaction history to improve resolution efficiency and customer satisfaction.
- * Optimized system for scalability, ensuring high performance and low latency under concurrent usage.

TECHNICAL SKILLS

Languages: Basic C, Java

Web Development: SQL, basic JavaScript, HTML/CSS

Developer Tools: VS Code, PyCharm, Canva

CERTIFICATIONS

- DCA
- Smart India Hackton
- Revit
- App Expo (RESQ Security app) at Techprogram in NNRG collage
- GEN AI hackton in NNRG collage

EXTRACURRICULAR ACTIVITIES

- * participated in Hackton .2024
- * NSS Coordinator
- * participated in prochams
- * participated in prochams 2024