

# HARSHITA CHEGONDI

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## PROFESSIONAL EXPERIENCE

### Senior Software Engineer, ABSYZ Software Consulting, Hyderabad, India

Sept 2020 - Jan 2023

- Tackled inefficiencies within non-profit program management processes on company's CRM by translating complex diagrams into functional systems using Salesforce framework; leveraged FormTitan to enhance user interface and automate workflows, achieving a notable 20% increase in customer satisfaction ratings
- Spearheaded modernization efforts by redesigning web architectures using Salesforce CMS technologies; addressed the problem of delayed access to critical data, achieving a 40% reduction in decision-making time for stakeholders
- Refined underlying technology infrastructure linked with KPIs enabling real-time access to crucial data trends resulting not only in greater analytical precision but also facilitating immediate responses during high-stakes decision-making scenarios faced daily
- Automated the manual auditing by implementing FormTitan within Salesforce, fulfilling client requests for digitization while leveraging Apex coding techniques that cut processing time by half and achieved 30% reduction in errors
- Led the implementation of a customized application form within Salesforce HEDA using Aura components, JavaScript, and Apex; designed and developed complex inter-object relationships resulting in 35% increased data processing efficiency for client operations
- Identified and resolved critical bugs on the client's website by writing and executing more than 50 targeted test cases, enhancing backend stability and resulting in a significant increase in end user satisfaction score
- Created robust unit tests as part of a test-driven development strategy that led to an overall reduction in critical bugs in production environments by 50%; this directly supported system availability initiatives

### Data analyst intern, Pena4 Tech Solutions Pvt. Ltd., Visakhapatnam, India

May 2019 - Jun 2019

- Applied **advanced analytics** to healthcare Charge Description Master Listings, identifying cost-saving opportunities, achieving a 15% operational expense reduction, and optimizing financial efficiency for institutions
- Transformed raw data into actionable insights using **Tableau**, leading to a 25 percent increase in customer lifetime value through strategic analysis and **data-driven decision-making**

## TECHNICAL SKILLS

**Programming Languages:** Java, Python, C, C++, JavaScript, Apex

**Cloud Technology:** Salesforce, AWS

**Web Technologies:** HTML, CSS, JavaScript, React.Js, BootStrap, Node.Js

**Database Management:** MySQL, Oracle SQL, PostgreSQL, SOQL

**Developer Tools:** VS Code, Jupyter, Eclipse, Tableau, Docker, FormTitan

**Development Methodologies:** Agile, SDLC, Data Structures, Algorithms, Debugging, Testing, Code Review, API Documentation

**Other skills:** JIRA, Confluence, Git, TensorFlow, Keras, Distributed Computing

## EDUCATION

### Master's in Computer Science

Jan 2023 - Dec 2024

University of Texas at Arlington, Arlington, TX

3.80/4.00 GPA

Relevant Coursework: Artificial Intelligence, Big Data, Machine Learning, Data Mining, Web Data Management

### Bachelor's in Computer Science

May 2016 - May 2020

Gandhi Institute of Technology and Management, Visakhapatnam, India

3.65/4.00 GPA

Relevant Coursework: Web Technologies, Artificial Intelligence, Cloud Computing, Machine Learning

## PROJECTS

### Sentiment Analysis on Movie review

Feb 2024 - Apr 2024

- Constructed cutting-edge sentiment prediction systems leveraging both CNNs and BERT technology aimed at deciphering emotional responses captured in thousands of online reviews—accomplished this throughput enhancement without compromising analytical quality
- Achieved a remarkable accuracy level of 97%, enhancing data processing speed for public perception insights

### MSC program MERN Stack

Sept 2023 - Nov 2023

- Designed a web application, allowing instructors to interact with up to 100+ students, conduct quizzes, and manage grading in real-time
- Implemented features for real-time communication, quiz creation, and automated grading, enhancing course management efficiency by 30% in **full-stack development**

### Sorting Techniques Visualizer

Mar 2023 - Apr 2023

- Engineered an **interactive web application** for **sorting algorithms**, visualizing performance metrics and run-time complexities for arrays from 100 to 1000 elements, leading to improved understanding and comparison of sorting techniques
- Initiated innovative coding practices by restructuring how timing measurements presented through intuitive interfaces—delivered findings that fixed three critical causes slowing down overall system responsiveness during operations

## CERTIFICATIONS / AWARDS

- Salesforce certified JavaScript Developer – 1
- Salesforce certified AI Associate
- DEEPLARNING.AI, Neural Networks, and Deep Learning from Coursera