

## Kunal Anand Kene

12502 Seattle Slew Dr Apt 1827 • Houston, TX 77065 • kunal.kene@outlook.com • (858) 744-7797

Full-stack developer specializing in cloud-native architectures and DevOps. Proficient in Azure, Node.js and C#. Experienced in designing and implementing scalable, reliable, and secure systems. Experienced in architecting scalable and resilient software solutions, leveraging CI/CD and infrastructure automation to streamline development and deployment.

### Technical Skills

**Cloud Technologies:** Microsoft Power Virtual Agent, Microsoft Bot Framework, Azure Cognitive Services, Azure Cloud Computing, Azure DevOps, CI/CD Pipelines, Cloud Architecture.

**Frameworks:** Asp.net, Node.js

**Programming Languages:** C#, JavaScript, TypeScript, C/C++, Python

**Databases:** Azure Cosmos DB, Postgres and Google Firestore

### Professional Experience

#### Mphasis Corporation

Senior Software Engineer

Software Engineer

Technical Intern

Houston, TX, USA

Dec 2021 – Current

May 2019 – Dec 2021

Nov 2018 – Apr 2019

- Engineered and deployed a customer support chatbot equipped with advanced natural language processing capabilities, streamlining response times and ensuring over 90% of customer inquiries were addressed within 2 minutes, enhancing user satisfaction.
- Designed and implemented complex chatbot dialogues, incorporating conditional branching, error handling, and context-aware responses.
- Connected the chatbot to various backend systems (e.g., databases, APIs) to retrieve and process information in real-time.
- Unified client support experience by migrating to Microsoft Power Virtual Agent and Microsoft Bot Framework.
- Collaborated closely with cross-functional teams to develop omnichannel capabilities within the chatbot framework.
- Architected a seamless migration strategy from a legacy chatbot platform to Microsoft Power Virtual Agent, minimizing downtime and ensuring a smooth transition for end-users.
- Designed a scalable microservices architecture to support future growth and accommodate evolving business needs.
- Leveraged Power Virtual Agent to rapidly develop and deploy chatbots, reducing development time by 30%.
- Implemented natural language processing techniques, such as intent recognition and entity extraction, to enhance chatbot accuracy.
- Designed a highly available and scalable cloud architecture on Azure, utilizing services like App Service, Azure Functions, Key vault and Azure Cosmos Database.
- Implemented Azure networking solutions to restrict application access to specific networks, enhancing security and compliance.
- Ensured 99.9% uptime for the chatbot by implementing robust monitoring and alerting systems.
- Developed innovative solutions and proof-of-concepts for various projects at Mphasis, contributing to architectural designs and technical advancements.

### Awards and Recognition

- Mphasis Spirit of Winning - Summit Award 2019: This award recognizes outstanding performance and dedication to work.
- Ace Awards: Mphasis ACE Awards are internal awards given to employees who have demonstrated exceptional performance and achieved significant milestones.
  - 2019 - Winner - Best Differentiated Solution
  - 2024 - Runner Up - Best Use of Emerging Tech

### Education

#### G. H. Raison College of Engineering

Bachelor of Computer Science & Engineering (GPA 8.66/10)

Nagpur, MH, IN

2015 - 2019

### Awards and Recognition

- All India Council for Technical Education (AICTE) Delhi Hackathon 2018 – Finalist – Centralized MIS
- Selected for “Applied CS with Android” Program by Google India, facilitated workshops at the university.

### Certifications

- Microsoft Certified: Azure AI Engineer Associate
- AZ-400 Microsoft Azure DevOps Solutions
- AZ-900 Microsoft Azure Fundamentals

### Additional Experience

**Open-Source Kernel Development:** Started the open-source BlackBox Kernel project to enhance battery life and performance through experimental features like wake locks for specific components.

**Custom Android ROM Development:** Developed custom ROMs and contributed to open-source projects like PAC and SOKP to enhance vanilla Android with custom features.

**YouTube Content Creation:** Made videos on development of Kernel and ROM on YouTube, gained experience in video editing using Davinci Resolve and Adobe Premiere Pro