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## WEBSITES, PORTFOLIOS, PROFILES

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## EDUCATION

Master of Science, Computer Science

**The University of Texas At Arlington**, Arlington, TX

Bachelor of Technology, Computer Science Engineering  
**GITAM University**, Hyderabad, India

# KAMAL BIKSHUTH JAGINI

## PROFESSIONAL SUMMARY

With more than four years of experience in data engineering, analysis, visualization, and administration, I have honed my skills in crafting robust data engineering solutions customized to meet various business requirements. Expertise lies in leveraging modern data tool stacks to develop end-to-end data solutions and optimized pipelines, always placing emphasis on data integrity, accuracy, and regulatory compliance.

Through my proficiency in analytical tools and machine learning algorithms, I uncover actionable insights that drive meaningful contributions within dynamic environments. Additionally, I am responsible for daily activities such as database management, monitoring logs, backups, and more.

## CERTIFICATIONS

- Microsoft Certified in **Azure Data Engineer Associate**, 2024
- Microsoft Certified **Azure Fundamentals**, 2023
- Certified in **Oracle Cloud Foundations**, 2020
- Certified in **Oracle Autonomous Database**, 2020
- Certified in **Big Data Workshop**, 2018

## SKILLS

**Data Tools:** Azure Databricks, Azure Data Factory, Azure Synapse Analytics, Azure ML Studio, Kubernetes

**Programming Languages:** Python, SQL, Shell Scripting, Pyspark

**Cloud Services:** Amazon S3, Azure Blob Storage, Azure Data Lake Storage, Azure HDInsight, Azure Stream Analytics, Azure Data Explorer, Amazon Databases, Oracle Cloud, Oracle Autonomous Database, AWS Cloud Watch logs, Google Cloud

**Development Methodologies:** Agile/Scrum

**Database Systems:** MySQL, Oracle, Amazon RDS, Microsoft SQL Server, Azure SQL Database, PostgreSQL, Aurora PostgreSQL

**Data Analysis:** Matplotlib, Power BI, Microsoft Excel, Qlik Sense, PostGIS

**Development Environments:** Visual Studio Code, Jupyter Notebooks, Databricks, Docker

## WORK HISTORY

October 2023 - Current

**Internship AlmiT - Data Engineer**

- At AlmiT systems, contributed to Call Center Analytics and GenAI chatbot service through PostgreSQL database management
- Key responsibilities include:
- Configuring linked services for Oracle, SQL Server, PostgreSQL, MySQL, and Azure Synapse Analytics dedicated SQL pool to ensure seamless connectivity
- Utilizing Azure Data Factory for data quality improvement through activities like filtering, aggregations, and data type conversions
- Orchestrating data movement across different stages in the pipeline using Azure Data Factory for improved integration
- Setting up Azure Event Hubs for streamlined real-time data ingestion from various sources, integrating with Azure Data Factory
- Leveraging Polybase for optimal parallel data loading into Azure Synapse Analytics dedicated SQL pool and designing data pipelines
- Ensuring data consistency and integrity in the dedicated SQL pool by defining schemas and monitoring with Azure Monitor and Azure Log Analytics
- Implementing incremental loading strategies for enhanced data synchronization and utilizing change tracking mechanisms for upto-date customer information
- Configuring Azure Data Factory pipelines for automated execution based on events and collaborating with data analysts to integrate Power BI for comprehensive insights
- Creating detailed documentation and providing knowledge transfer sessions for transparency and continuity in solution maintenance and troubleshooting.

September 2019 - November 2021

**Banyan Data Services - Database Engineer**

- Substantial hands-on involvement in constructing, expanding, and supporting database technologies such as ORACLE, POSTGRESQL, MySQL, and SQL SERVER
- Extensive practical experience in building, scaling, and supporting database technologies within cloud environments, including Oracle Cloud, AWS Cloud, Google Cloud, and Azure Cloud
- Proficient in developing, automating deployment, scaling, and managing containerized applications, particularly with Kubernetes
- Expertise spans the entire spectrum of Oracle DBA, PostgreSQL, MySQL activities, encompassing day-to-day production database maintenance, monitoring, backups, client installation, high availability (HA), disaster recovery, and managing physical storage on various Linux platforms
- Hands-on involvement in a wide range of AWS Cloud, Azure Cloud, Google Cloud activities, such as creating databases in cloud platforms, migrating data from on-premises to the cloud, handling storage in different clouds, and monitoring sessions and workloads
- Specialized in building PostgreSQL databases and configurations, including advanced replication and backups
- Utilized PostGIS application to create spatial maps using PostgreSQL database
- Experienced in enforcing security standards for PostgreSQL databases across various cloud technologies and Linux systems, ensuring compliance with established standards
- Proficient in Advanced High Availability of MySQL, specifically Tungsten, for building database-level replication and replicating data with different databases
- Engaged in Shell scripting for various databases.

June 2018 - August 2019

### **Banyan Data Services - Database Engineer Intern**

- Created and managed a PostgreSQL database with automated replication using REPMGR (Replication Manager)
  - Processed various file formats such as csv, txt and fixed width to load data into raw tables
  - Managing the on-premises databases which have written the script for daily health status of the database like any error logs, CPU utilization, running backups or any deadlocks or appeared or not
  - Generating the tokens when any issues occurred in the prod server or dev server regarding any tables data or locks or events occurred
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## **MAJOR CONTRIBUTIONS**

- **Build GenAI Chat Bot for call support by using the Azure Communication Services:** We need to build the chatbot application for call center using azure communication services. It integrates the chat support to the customers based on the policies which we applied and filters for it. So, that chatbot interactive like human so it can satisfy the customer needs. Later chatbot should acknowledge to the customer for what is the issue for the customer have.
- **Call Center Analytics - AI Based Insights from Recordings and Generate Issue Resolution:** This project aims to integrate Azure Open AI's ChatGPT with text analytics in a contact center environment to enhance customer service efficiency. The solution will utilize ChatGPT for handling customer queries and text analytics for sentiment and trend identification.
- **PostgreSQL Database build in Kubernetes Container:** We have built the PostgreSQL database in the container level with the creation of manifest files and configured the replication in two different containers and configured the backup for the primary database which backups will stored in the NAS storage.
- **Automation Failover for PostgreSQL Database:** By using repmgr (Replication Manager), we configured the repmgr for the PostgreSQL database and in the Kubernetes container. REPMGR is extension tool for PostgreSQL database it helps when primary database is down automatically one of standby database will promote as primary database in span of 60 secs.
- **CIS Standards for PostgreSQL Database:** We verified the security standards for PostgreSQL database and checking whether is under compliance or not.