Kanika Kala *Software Engineer*

techbykanika@gmail.com +91 8126733319 Leetcode | GitHub | linkedin

- 5 years of experience as a **Full Stack Developer** specializing in C#, .NET, Python, ReactJS, and JavaScript.
- Developing Submission systems and **leading accessibility at MDO (For 8 teams)**. Reduced latency of submission page from **8s to 4**s
- Ideated and **built TheKindCitizen** using Next.js, Prisma, Azure SQL, and **Vercel**.
- Completed a Microsoft-sponsored ML & AI Diploma from IIIT Bengaluru.
- Mentoring college hires as part of Microsoft's Aspire Onboarding Program.

Skills

Languages: C#, Python, JavaScript, HTML, CSS, TypeScript
Frameworks/Libraries: .NET, ASP.NET Core, **ReactJS**, Next.js, **Redux Toolkit**, Node.js, Prisma
Cloud/Tools: Azure (App Services, Azure Functions, Purview, Cosmos DB, Front Door), **Azure AI Services, OpenAI**, Vercel, Git, GitHub Copilot
Data Stores: SQL Server, Azure Cosmos DB, Redis, Azure Data Lake
Concepts: Data Structures & Algorithms, High-Level Design, Low-Level Design, RESTful APIs, Agile/Scrum

Experience

Microsoft *Aug 2020 - Present*

Full stack developer at Microsoft Defender for Office
MDO Submission is a key security feature that processes user-reported emails, URLs, and attachments flagged as phishing, spam, or malicious content. It ensures quick threat identification and improves Microsoft's security systems.

- Designed and developed the front end of the Delist Portal using React, integrating it with .NET backend and securing it with Azure Front Door, VNet, and Managed Identity.
- Automated Azure DevOps release notes using Durable function & open AI and saved 200+ hours of manual effort
- **Leading accessibility efforts across MDO for 8 teams,** ensuring WCAG compliance, resolving **250+ UI/UX issues,** and maintaining Grade C
- Built a React-based User reported settings page, enhancing usability and reducing customer escalations from **20 per month to 3 per month.**
- Reduced submission page load time from 8**s to 4s by optimizing frontend and re-architecting submission backend processing.**
- Implemented structured logging on frontend and backend, cutting customer escalation time from **7 days to 24 hours.**

Tech Stack- C#, React, JS, React Redux toolkit, Web App, Azure Front Door, Vnet, Managed Identity

Full stack developer for Interactive Analytics Platform
In collaboration, **Microsoft and TD Bank** crafted Call Analytics Tool – a holistic solution for TD Bank's call center. Analyzing **62 Million call records annually.** Making IAP codebase robust by **Domain-Driven Design, repositories, factory pattern, and dependency injection**

- Built a Function App for Speech to text conversion, using C**ognitive Speech service** model. Increased the **availability by multi-region**
- Built a web app for **redaction** and **PII detection** for Transcribed call using Language services and storing it in the SQL DB. Web app used to **handle 2.5 lakh requests per day.Reduced the latency from 4.5 sec to 1.5 secs by sharding technique**
- Conducted POC for abuse detection using Azure **AI content moderator**. Later converted it to Abuse detection service web app with **hosted service as Event Hub**. Scaled the event hub to handle **5 lakh ingress** using portioning and consumer groups. Increased **abuse detection by 77% and reduced incidents by 63.2%** in a span of **6 months**
- Built the Web apps for intent, sentiment, summarization of issues, and resolution of calls **using Azure AI language services and open AI**
- Upgraded codebase from **.NET 2 to .NET 6,** enhancing stability, performance, and compatibility.
- Removed 7.5 **months of tech debt by increasing code coverage from 42% to 72%** and reducing sonar cube critical issue from **270 to 32 in 3 weeks time**
- Enabled agent assistance, virtual agents using **Azure bot service cut per-call cost from $20 to $14**
- Reduced agent training time from 12 to 7 weeks, elevating customer rating from 3.2 to 4, and reducing overall operational costs by 30%.

Tech Stack- C#, React, Web App, Function App, Event Hub, Event Grid, SQL database, Azure Open AI, Azure Cognitive Services, AI Content Moderator, Language services

SME for Data Governance System at Humana and Siemens
Siemens Healthcare partnered with Microsoft to create a web app for data governance using Azure Purview. Goal: **efficient data management, compliance, source onboarding, scans, and network design**

- **Led and Championed Purview Pre-Sales to Siemens leadership**, leveraging impactful demos. Transitioned to **SME and developer, driving data governance. Secured project and boosted Azure consumption**
- **Automated onboarding of 150+ Azure subscriptions, 2,000 Data Lakes, 120 SQL DBs, and 70 Data Factories into Purview.**
- **Automated onboarding of Data storage, creating and running scans for them using Durable Functions. Reduced the manual effort by 100%.**
- Developed RESTful API for custom lineage, data tracking, and showing data transformation paths. It reduced the **data compliance efforts of Siemens by 30%**
- Developed API for fine-grained assets access and searches, decreasing data source access time by **80%, from 5 days to 1 day.**
- Designed secure architecture for purview by using **private endpoints, VNet, SHIR, and Hub spoke network topology**

Tech stack - C# , Python, Event hub, Web app, Purview, Durable functions

Certificate

- Azure fundamentals
- Azure Associate developer
- Azure AI Fundamentals

Education

IIIT Banglore	P.G Diploma in Machine Learning and Artifical intelligence	*2021-2022*
Banasthali Vidyapeeth	Bachelor of Technology	*2016-2020*