Nausheen Fathima

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EDUCATION

University of Texas at Dallas, Richardson, TX **Aug 2021-Present**

Master of Science, Computer Science

- **Relevant courses**: Database design, Design and Analysis of Algorithms, Web programming languages.

Jawaharlal Nehru Technological University, Hyderabad, India. **Oct 2012 – May 2016**

Bachelor of Technology, Information Technology **87.01%**

TECHNICAL SKILLS

Languages: Java, SQL, Python, HTML, JavaScript.

Tools: IntelliJ, GIT, SVN, Jira, Maven, Postman, SOAP UI, Apache JMeter, Splunk, Dynatrace, Fortify AWB, ServiceNow.

Technology/Framework: Spring (Middleware/cloud), Pivotal cloud foundry, Hibernate, Oracle, MariaDB, Bootstrap, Junit, Mockito, Cucumber, Blazemeter, JMeter, Linux, AWS, Apache Kafka, IBM MQ, Kubernetes, Object store (AWS S3).

EXPERIENCE

JP Morgan Chase & Co. **Hyderabad, India**

Associate Software Engineer **Jan 2019 – Aug 2021**

Worked as Software developer in Enterprise Call Contact Center, was responsible in designing and build innovative applications and services for Voice Biometrics and Voice Analytics products.

- Designed and implemented Passive voice biometrics in IVR as restful endpoints deployed on private cloud to reduce call handle time and increase the voice credential usage for authentication which resulted in 30HC saves annually. These resilient API's assisted fundamental change the way authentication was carried out with response time < 1 sec.
- Call metadata and transcripts were held for legal purposes, and it was achieved using spring cloud dataflow pipeline which allowed easy to use and low-cost application migration in event of source and consumer technology shift.
- Different line of business across firm utilized the voice authentication system in their respective IVR systems hence implemented application that posted voice verification, enrollment responses on Kafka data bus.
- Implemented CI/CD pipeline for the application deployment to cloud and non-cloud infrastructure.
- Worked in agile scrum team as developer and actively participated in all scrum ceremonies to deliver high quality software. Delivered MVP every two sprints to reduce the time to market for a product to achieve delivery excellence.
- Owned and delivered voice analytics application that puts and gets call transcript data from object store AWS S3.
- Fulfilled the role of application security champion for the project to ensure the code and artifacts used are as per the compliance and fixing applications as per the NVD report.
- Application monitoring was implemented by creating Splunk dashboards for business and production team to analyze the API's health and automated service ticket generation in event of application/system failure.

JP Morgan Chase & Co. **Hyderabad, India**

Software Engineer **Jul 2016 – Dec 2018**

- Implemented electronic payments for commercial cards in IVR which reduced call handle time by 70%.
- Worked on IVR VXML applications and IBM MQ to post updates made via IVR to other systems.
- Contributed to unit testing of services using Junit & Mockito and made sure code coverage is above 80%. Also maintaining the code quality as per sonar standards. Ran performance test using Blazemeter and jmeter scripts.
- Contributed to product stability by addressing major production issues and reducing the production ticket count to less than 2%. Developed self-healing batch jobs for data updates from SOR in event of data refresh failure.

CERTIFICATION

- AWS Certified Developer Associate Certification. (MDXPHT1DCBREQ03M) **Sep 2020 – Sep 2023**

PROJECTS

Transcript retrieval (Java, DGS Graphql, Oracle, S3)

- Developed call transcript and metadata retrieval from AWS S3 object storage and Oracle. Federated queries were provided to get unified graph to access call data. The call data was used to analyze the agent and customer behavior for better customer experience.

Voice Biometrics using Microsoft speech recognition API (Java, HTML, Oracle)

- Built web application to capture voice and perform authentication using Microsoft speech API. Identification and verification were implemented. Voiceprint lockout was implemented if voice mismatch counter was greater than 3.