

Nausheen Fathima

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EDUCATION

Master of Science, Computer Science

The University of Texas at Dallas, Richardson, TX

Aug 2021- Expected Graduation Spring 2023

3.557/4.0 GPA

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

Bachelor of Technology, Information Technology

Jawaharlal Nehru Technological University, Hyderabad, India

May 2016

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, Tableau, PowerBI

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)

AWARDS/CERTIFICATION

Winner of Best Use of Biometrics – Voice in IVR at 22nd Annual Banking Tech Awards

24th November 2022

AWS Certified Developer Associate Certification (MDXPHT1DCBREQ03M)

Sep 2020 – Sep 2023

EXPERIENCE

Peacock PMO Intern | NBCUNIVERSAL, Richardson, Texas

June 2022 – August 2022

- Managed task-based projects including migration of data for the roll out of the PMO tooling solution and automation of workstreams. Participating in meetings, taking notes, and disseminating information to relevant stakeholders, including weekly email updates, and reporting across workstreams.
- I implemented health check/hygiene alerts in Jira using Jira automation to reflect the status of features/epics across the product. To facilitate executive roadmap KPI created dashboards on Tableau and PowerBI across workstreams by integrating with jira

Associate Software Engineer | JPMorgan Chase & Co., Hyderabad, India

Jan 2019 – Aug 2021

- 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 30 Headcounts saves annually
- These resilient API's assisted fundamental change the way authentication was carried out with response time < 1 sec
- Used spring cloud dataflow pipeline to hold call metadata and transcripts for legal purposes, which allowed easy to use and low-cost application migration in event of source and consumer technology shift
- 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, communicating with product owners and cross technology teams to deliver high quality software
- Owned and delivered voice analytics application that puts and gets call transcript data from object store AWS S3
- Presenting design flows and solution to the stakeholders to help understand the product and analyze the business outcome.
- Created Splunk dashboards for business and production team to analyze the API's health and automated service ticket generation in event of application/system failure

Software Engineer | JPMorgan Chase & Co., Hyderabad, India

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%
- Contributed to product stability by addressing major production issues and reducing the production ticket count to less than 2% and developed self-healing batch jobs for data updates from SOR in event of data refresh failure

PROJECTS

Recurrent Neural Network for Time Series (Weather Prediction)

- Implemented a RNN model for time series weather prediction which is used to forecast the temperature based on univariate meteorological data. MSE is used to evaluate the accuracy of the model.