

Navya Krishna Batchu

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EDUCATION

California State University - Sacramento

Aug 2022 – Dec 2024

Master of Science in Computer Science

Amrita School of Engineering

Aug 2017 – May 2021

Bachelor of Technology in Computer Science and Engineering

TECHNICAL SKILLS

Front-End Languages and Frameworks : HTML, CSS, JavaScript, React.js, Bootstrap

Back-End Languages and Frameworks : Python, Java, SQL, NOSQL, Node.js, Express.js, Flask

Cloud Technologies: Aws, Azure, Docker

Artificial Intelligence & Machine Learning: TensorFlow, Numpy, Pandas, LLM, NLP, RAG

PROFESSIONAL EXPERIENCE

California Department of Fish and Wildlife

May 2024 – Present

IT Intern, Infrastructure and Operations Branch (ITOB)

- **Server Management:** Managed server-side applications within Azure by integrating services and automating tasks with PowerShell to streamline operations and enhance security.
- **Technical Support:** Delivered technical support for **Microsoft Exchange**, **SharePoint**, and **Planner**, diagnosing and resolving issues to improve system reliability and user experience.
- **Security & Compliance:** Implemented **Azure Purview** for data governance, ensuring secure and compliant front-end integrations and maintaining stringent security standards.

Institute for Social Research (ISR)

Feb 2024 – May 2024

Research Assistant

- Conducted phone surveys for the California Department of Public Health. Used **Computer Assisted Telephone Interviewing (CATI)** software to collect data from nearly 6,000 surveys within two months and visualized the data using Power BI. Delivered accurate and insightful reports that supported informed decision-making.

Auradine Inc

May 2023 – Aug 2023

Software Engineer, Intern

- Engaged in a project requiring end-to-end UX design and development. Utilized Figma for design, created wireframes and prototypes, and implemented them using **HTML**, **CSS**, **JavaScript**, **Node.js**, and **React.js**.
- Conducted user research, developed and implemented design specifications, and tested APIs with Postman to ensure backend reliability.
- Successfully delivered a user-centric product that met business goals, ensuring a seamless user experience and reliable backend functionality through comprehensive design and testing processes.

Tata Consultancy Services

May 2021 – Jun 2022

Assistant System Engineer

- Supported a client's financial application, dealing with both front-end and back-end challenges.
- Utilized **ITSM** ticketing tools to optimize issue tracking and resolution. Developed server-side functionality using **ASP.NET** and managed database using **MYSQL**.
- Enhanced the overall application functionality and reliability, improved support process efficiency, and strengthened troubleshooting skills.

PROJECTS

Campus Connect | *NLP (LLM, RAG), OpenAI, HTML, CSS, JavaScript, Node.js, React.js*

Jan 2024 – Present

- Collaborated with Professor Kin Chung Kwan to create a **QA** pipeline for an intelligent chatbot at Sacramento State University. Integrated **LLMs** to enhance chatbot communication and address challenges. Developed full-stack solutions and incorporated AI-driven QA to improve system performance.

Facial Emotion Recognition | *VGG 16, CNN, ResNet and Transformers*

Aug 2023 – Dec 2023

- Implemented the precise model for emotional recognition using deep learning frameworks.
- Achieved high accuracy rates by training models for diverse emotional states, contributing to advancements in AI.

Faculty Calendar Scheduler | *Java, XML, Firebase, MySQL, NodeJS, Jenkins, JUnit*

Aug 2018 – Dec 2018

- Developed an Agile-based application facilitating faculty in schedule management.
- Accessible to both students and faculty, it enables profile viewing, language toggling, and reminder editing.