# 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

**Programming Languages** : C, Python, ASP.NET, HTML, CSS, JavaScript,
**Network Programming** : TFTP, HTTP(s), WebSockets, Integrating Custom TCP/IP Protocols
**Security**: Software code signing, Authenticated Encryption, Cryptographic Techniques for Secure Software Deployment
**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, a nd 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, JavaSript, 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 Tansformers .* — 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.