

Dinesh Krishnamoorthy

No. 25/41, 3rd Street, Alagiri Nagar, Vadapalani, Chennai: 600026 | +91 9840281778 | neshverse@gmail.com

EDUCATION

**Mohammed Sathak Arts & Science College
Madras University**

M.Sc in Mathematics | Grad May 2020 | CGPA 7.5

**S.C.P Jain Arts & Science College
Madras University**

B.Sc in Mathematics | Grad May 2017 | CGPA 6.7

COURSEWORK

Cloud Computing Course

Indian Institute of Hardware & Technology | Chennai

Completed a Cloud Computing course on Hardware (A+),
Networking (N+), CCNA, RHCE, MCSA, VMware, and AWS.

**Master in MERN Full Stack Development
CADD Center/Livewire | Chennai**

Completed a master full stack development course on
MERN technologies including multiple live projects.

SKILLS

- Sprint planning and reviewing the client tools.
- Manual testing in different server environments.
- Finding bugs and user story analysis.
- Proficient in MS Word, PowerPoint, and Excel skills.
- Understanding of SDLC, STLC, and AI Tools.

TOOLS EXPERIENCE

- DevOps Tools, Agile Methodology, QTest, Jira, Confluence, Tridion, and Automated Jenkins.
- CRM Portal, Salesforce, Coast, XMetal author, Publication Manager, CPT, Adobe Acrobat Pro.
- GitHub, Linux, Windows, SAP Tools, CITRIX Workspace

ANALYTICAL SKILLS

- Proficient in VLOOKUP, Power BI, Power Query, and Power Pivot.
- Experienced in SLA audits and quality assurance.
- Skilled in data analytics and logical analysis.

PROGRAMMING

- Typescript, JavaScript, Python, PLSQL, HTML, CSS,
- AWS in Cloud Computing

OTHERS

- Completed my Junior Typist Exam with 1st Class.
- Working with my own Projects
- Writing my Dream book, Blogger, Freelancer

LANGUAGES KNOWN

- English, French, Hindi & Tamil

EXPERIENCE

E-commerce Operation Manager | UAC S.A.R.L

February 2025 - Present | Kinshasa, DR Congo

- Designed and optimized the platform backend, integrating ERP systems and automating data pipelines. Built REST APIs for order/inventory sync and deployed CI/CD workflows.
- Fine-tuned LLMs (BERT/GPT) on company data to automate customer support and analytics. Developed recommendation engines using PyTorch/TensorFlow.
- Managed AWS cloud infrastructure, containerized services via Docker, and implemented monitoring with Grafana. Built partner portals using React.js and launched Progressive Web Apps (PWAs) for offline functionality.

Analyst | Dell India R&D Centre Pvt Ltd

March 2022 - February 2025 | Bangalore, India

- Content Store Project: Boosted quality compliance by 100% SLA adherence through defect resolution in production, leveraging S3, LLM models (DITA Extractor), and bug-tracking tools (JIRA/QC).
- IDPL Core Project: Reduced defect turnaround time by 30% via manual/web testing (QTest) and Power BI reporting, presenting insights to C-level stakeholders along with QA Manual/Automation Testing (Web/UI), Test Case Design, defect management, SLA Governance, RCA (Root-Cause Analysis)
- Drove zero critical escalations in 2023 by resolving 50+ high-priority defects across both projects.

Technical Editor | SPS Pvt Ltd

March 2021 - Dec 2021 | Chennai, India

- Review and edit content for accuracy, quality, and adherence to style guides, maintaining a 100% SLA.
- Proficient in managing multiple projects and consistently meeting deadlines. Collaborate with the production team to ensure timely publication of content.

Transaction Process Associate | Accenture Services Pvt Ltd

Oct 2017 - Aug 2018 | Chennai, India

- Review enrollment forms meticulously to ensure they are complete by verifying the Identify and addressing any missing information promptly, returning incomplete forms to the client.
- Ensure timely completion and submission of outgoing correspondence.
- Meeting a 100% SLA in the enrollment forms for the accurate record-keeping.

Research PROJECT (S)

Build and Deployed own production LLM Model

- Build and Deployed my own production LLM Model into the UAC backend system.
- Developed the fine-tuned version of 1.5B parameter model with higher efficiency datasets for real world projects to lower the human involvement and maintaining accuracy for the clients.

Internships

Deep Learning in NLP Intern

MSME-TDC (PPDC) | February 2025 | Agra, India

- Built NLP systems: spam detector (Naive Bayes), ticket classifier (POS/NER), and advanced sentiment analysis (LSTM/GRU)
- Implemented topic modeling (NMF), word embeddings, and evaluated models using classification metrics

Full Stack ML Engineer Intern

MSME-TDC (PPDC) | July 2024 | Agra, India

- Developed and deployed ML models (regression, decision trees, K-Means) using Flask/Streamlit
- Delivered projects: loan eligibility prediction and customer churn analysis

Business Analytics Intern

MSME-TDC (PPDC) | Oct 2024 | Agra, India

- Performed data analysis (Pandas/Numpy) and visualization (Matplotlib/Seaborn) for e-commerce/IMDB datasets
- Implemented web scraping solutions using BeautifulSoup and API integrations.