

# SNEHA HOLEHONNUR SRIDHAR

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## WORK EXPERIENCE

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|--|------------------------------------|----------------------|
| <b>Intradiem Inc</b>   | <b>Software Development Intern</b> | May 2024 – Present   |
| <ul style="list-style-type: none"><li>Automating the read and update of user-to-queue associations using Spring RestTemplate on Genesys and Five9 ACDs (Automatic Call Distributor) to reduce manual errors, time, and effort in managing contact center queues.</li><li>Refactored legacy code to optimize microservices communication using Spring Boot, converting messages to the required database format and sending via AvroMessage Sender, as part of Platform Modernization.</li><li>Wrote unit tests using Groovy; updated Swagger Documentation to integrate new endpoints within existing APIs.</li></ul>  |                                    |                      |
| <b>Clarivate Analytics</b>   | <b>Associate Software Engineer</b> | June 2022 – Aug 2023 |
| <ul style="list-style-type: none"><li>Worked as a backend developer using Spring Boot and MySQL Server, specializing in JSON data handling and Web API development. Wrote efficient SQL queries and unit tests (JUnits) to attain high code coverage.</li><li>Managed production support on a sprint-based schedule, addressing high-priority production issues.</li><li>Handled product updates for Cortellis, primarily involving the modification of web modules to ensure the timely updating of accurate information and registration links on a weekly basis.</li><li>Skilled in developing and implementing secure shell scripts for executing complex Linux operations and seamlessly integrating with AWS services. Demonstrated expertise in managing EC2 instances for application servers, leveraging RDS for database hosting, and efficiently monitoring and managing logs using AWS CloudWatch.</li></ul> |                                    |                      |
| <b>Runshaw Technologies Pvt Ltd</b>  | <b>Software Engineer Intern</b>    | Sep – Oct 2021       |
| <ul style="list-style-type: none"><li>Used front-end development tools, to actively contribute to the Covid-19 Management System. Designed and implemented secure login pages with regular expressions to validate usernames and passwords.</li><li>Utilized JDBC for writing queries and extended JPA for advanced query processing and interacted with MS SQL Database. Deployed code to the development environment using Jenkins and tested endpoints in Postman.</li></ul>  |                                    |                      |

## SKILLS

**Languages:** Java, Python, C, C++, HTML, CSS, JavaScript, SQL.  
**Frameworks/Libraries:** Spring-boot, Spring-Cloud, Resilience4j, Bootstrap, Angular JS, d3JS.  
**Machine Learning:** NumPy, Pandas, TensorFlow, PyTorch, Matplotlib, SciPy, Scikit-learn.  
**Database Systems:** MySQL, SQL Server with JSON, PostgreSQL, MongoDB, MariaDB, DBeaver.  
**Architecture Patterns:** Microservices, Event-Driven, MVC, Layered, Client-Server.  
**Other Tools:** Jira, Git, Gerrit, Bitbucket, Jenkins, Postman, Docker, K8s, Kafka, Keycloak, Swagger, Grafana.

## EDUCATION

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|--|-------------------------------|
| <b>University of Massachusetts</b> , North Dartmouth, MA   | Aug 2023 – Dec 2024(Expected) |
| <b>Master of Computer Science – 4 GPA</b>  |                               |
| <ul style="list-style-type: none"><li>Cyber Secure Computing &amp; Big Data Club Member.</li><li>Relevant Coursework – Paradigmatic Software Development, DB Design, Algorithms and Complexity, Advanced Machine Learning, Data visualization.</li></ul>                                 |                               |
| <b>Visvesvaraya Technological University</b> , Karnataka, India  | Aug 2018 – July 2022          |
| <b>Bachelor of Computer Science and Engineering – 3.9 GPA</b>  |                               |
| <ul style="list-style-type: none"><li>Open-Source Lab – Club Member</li><li>Inter College Best Project – 3<sup>rd</sup> Position (Career-Guidance System using ML)</li><li>Relevant Coursework – Data Structures &amp; Algorithms, Big Data Analytics, Machine Learning, DBMS.</li></ul> |                               |

## PROJECT WORK

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|--|---------------------|
| <b>Elimu-AI/WebApp</b> – Spring-Boot, Maven, Database, Git   | June 2024 - Present |
| <ul style="list-style-type: none"><li>Contributing to an <b>open-source project</b> that builds software for out-of-school children to learn reading, writing, and math. Involved in resolving Spring bugs (Issues) and writing DB migration scripts. <a href="#">PR1</a>, <a href="#">PR2</a>.</li></ul>  |                     |
| <b>E-Commerce Application</b> – Spring-Boot, Spring-Cloud, Microservices, Docker, MongoDB, SQL   | May - June 2024     |
| <ul style="list-style-type: none"><li>Developed 4 microservices (Product, Order, Inventory, Notification), containerized them with Docker, used REST client for sync communication(Order-Inventory) and Kafka for async communication(Order-Notification).</li><li>Configured an API Gateway as the entry point for external clients and secured it with Keycloak for authorization.</li><li>Documented REST APIs using Springdoc Open API and Swagger and implemented Circuit Breaker using Resilience4j to enhance reliability by managing calls to unavailable services. Used Grafana Stack(Loki, Prometheus, Tempo) for Observability.</li></ul> |                     |
| <b>Bank Customer Churn Prediction</b> – Python, Machine Learning Models  | Nov-Dec 2023        |
| <ul style="list-style-type: none"><li>Developed a Bank Customer Churn Prediction model utilizing 6 Machine Learning algorithms achieving 91% accuracy with the Random Forest Algorithm. The aim was to predict whether a customer would stay with or leave the bank based on factors like Credit Score, Active Membership status, Number of Products, among others.</li></ul>  |                     |
| <b>Food-Application</b> – Spring Boot, Angular JS, Bootstrap, and SQL  | Aug 2022            |
| <ul style="list-style-type: none"><li>Developed a Food-Application with separate portals for managers and staff to streamline food ordering, menu creation, and order management within the company, enhancing overall efficiency.</li><li>Enhanced the order confirmation using JavaMailSender, helping staff to quickly email customers with order details.</li></ul>  |                     |