Swarna Madhuri Pichikala

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EDUCATION

The University of Texas at Dallas, Dallas, Texas, USA   January 2023 - December 2024
Master of Science, Computer Science   **GPA - 3.5/4**
BMS College of Engineering, Bangalore, Karnataka, India   August 2017 - July 2021
Bachelor of Engineering, Computer Science   **GPA - 9.2/10**

SKILLS

Languages: C, C++, JAVA, Python, HTML, CSS, SQL.
Frameworks: Spring Boot, Flask.
Tools and Infrastructure: Microsoft Office, GIT, JIRA, PostMan, AWS, MySQL, Sequel Pro, Rest APIS.

PROFESSIONAL EXPERIENCE

ECS (UTD), Dallas, Texas, USA   February 2023 - August 2023
Student Assistant
- Worked as a private tutor and instructor for summer camps for high school students.
- Instructed students in various computer science courses like Scratch, C, C++, AI, and Math, etc.
- Created instructional content for sessions and managed groups of high school students during summer camps.
- Addressed issues faced by students.
- Worked as a volunteer for the Battle of Brains Coding Contest, assisting with setup, food, doubts resolution, and proctoring.

MoneyView, Bangalore, Karnataka, India   August 2021– December 2022
Software Engineer
- Debugged product issues, and customer escalations and fixed them.
- Developed a feature to give access to an internal portal seamlessly.
- Worked on features and enhancements to the internal loans portal used by the operations team.
- Worked on in-house calling to automate calling for users at a particular stage in the flow.
- Worked on an internal rule engine: Business requirements for promo codes were turned into rules and executed.
- Designed and Integrated a 3rd party calling system for a particular category of users stuck before the submission of the loan application. This increased the lead conversion rate by 50%.

MoneyView, Bangalore, Karnataka, India   March 2021 – July 2021
Software Engineer Intern
- Automated recurring SQL query submission, which otherwise has to go through DevOps and increase their time and effort in query execution.
- Added functionality to submit multiple SQL queries on production in a batch. Almost 80% percent of production queries go through this feature.
- Added reminder mail support on the internal portal and documented the Database Design and APIs used in the entire project.

ACADEMIC PROJECTS

SheStore, Database Design   January 2023 – May 2023
SheStore is an e-commerce platform offering diverse female beauty products across various categories.
Metro System, Data Base Management Systems   September 2018 - August 2019
This project locates a metro station to the current location of the user and displays the fare to the destination.
Books Locator in a Library, Internet of Things   September 2019 - August 2020
This project uses RFID Technology to identify if a book is in the right place and avoid misplacement of books in a library.
Online Complaint Registration App, Mobile Application Development   September 2019 - August 2020
Worked in a team of four to Develop a simple android app. It helps in managing customer complaints in a store seamlessly. Used Java, Android Studio, and MySQL to develop the app.