

# Vasundhara Gowrishankar

vasundharag@vt.edu | +1 540-558-5943 | [Linkedin](#) | [Github](#)

## EDUCATION

### Masters in Computer Science | Virginia Tech

(Relevant Coursework: Web development, Usability Engineering)

Aug 2023 - May 2025 (expected)

### Bachelor of Engineering in Information Science | Visveswaraya Technical University

(Relevant Coursework: Data Structures & Algorithm, Object-oriented Programming)

Aug 2015 - Jun 2019

(GPA: 3.5/4)

## SKILLS

- **Programming Languages:** JavaScript, Java, HTML5, CSS3
- **Frameworks/Libraries:** React.js, Node.js, Express.js, Passport.js, EJS
- **Databases:** SQL (MySQL), NoSQL (MongoDB)
- **Tools:** Git, Docker, Kubernetes, Figma, Salesforce CRM, GitLab CI-CD

## WORK EXPERIENCE

### Success Engineer | Salesforce, Bangalore, India

May 2023-Jul 2023

- Resolved over 60 customer cases monthly using internal backend tools, showcasing expertise in troubleshooting and technical issue resolution.
- Collaborated cross-functionally to implement process improvements, elevating overall client satisfaction.
- Leveraged strong communication skills to address inquiries and technical challenges effectively.

### IT Software Engineer | Philips, Bangalore, India

Jun 2019-Apr 2023

- Engineered a Content Management System, reducing content update time by 40% and demonstrating proficiency in collaborative development.
- Enhanced engagement rates by 30% through the creation of modular dynamic content blocks using HTML5, CSS3, and JavaScript for B2B/B2C email campaigns.
- Automated data deletion tasks with REST API-driven scripts, saving approximately 85% manual effort and showcasing efficiency in task automation.
- Orchestrated seamless data migration using SQL, ensuring data integrity during the transition to a new system.
- Designed and implemented a personalized product recommendation system, resulting in a 20% boost in click-through rates for tailored email content.

### Software Engineer Intern | Philips, Bangalore, India

Jan 2019-Jun 2019

- Integrated Microsoft LUIS NLP service with Sonicare brush head advisor chatbot, leading to a 65% increase in customer satisfaction scores.
- Successfully cut costs against service support through the improved efficiency of the chatbot.
- Demonstrated adaptability and quick learning during the internship.

## PERSONAL PROJECTS

- **Secrets Website:** Developed Express.js web application for anonymous blogging, incorporating OAuth, hashing, and salting for authentication. Utilized MongoDB for data storage and EJS for rendering dynamic content.
- **Wiki-API:** Created a RESTful API using Express.js and MongoDB for Wiki-Article management. Implemented CRUD operations, showcasing proficiency in API design and database integration.
- **Daily Journal Website:** Designed and built Express.js web app for composing and posting daily journal entries. Utilized EJS and MongoDB for dynamic content and efficient data storage.
- **Simulation of Google Keep:** Developed a note-taking application using React.js for front-end and Express.js for back-end. Enabled users to create, edit, and delete notes, demonstrating full-stack capabilities.