AAYOUSHEE

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EXPERIENCE

Zenduty *Bengaluru, India*

Software Engineer 1 August 2024 - Present

- Revamped **Freshdesk integration** with Zenduty, enabling seamless synchronization and introducing custom fields, improving ticket management efficiency by **40%**. Utilized **Django, Celery, RabbitMQ**.
- Built end-to-end **Xurrent integration** with Zenduty, developing both backend APIs and frontend interfaces for seamless incident management and ticket synchronization between platforms.
- Engineered **workflow automation** integrating **Slack and JIRA actions**, enabling automated incident response workflows and reducing manual intervention by **75%** in critical processes.
- Architected configurable **alert rule management system** with enable/disable functionality, **dynamic tag assignment** from payload data, and comprehensive **audit logging**, processing **10,000+ alerts daily** using **Kafka**.
- Enhanced incident response with **responder acceptance/decline** functionality for triage and **Round Robin assignment settings**, improving team coordination and notification control (call, SMS, email).
- Deployed **security enhancements** by blocking private IPv4 addresses on webhooks.
- Designed and deployed **RESTful APIs with Django** and optimized **MySQL queries**, achieving **30% faster response times**, **20% performance improvement**, also enhanced dashboard usability using **React and Ant Design**.

Software Engineer Intern February 2024 - August 2024

- Created responsive **landing pages** and **dashboards** using React, Gatsby, and Tailwind CSS.
- Established automated end-to-end testing with **Cypress** and wrote **150+ unit test cases** using **Vitest**, reducing manual QA effort by **40%**.
- Conducted API performance **testing and optimization** with Django, improving backend throughput by **25%**.

SKILLS

Programming Languages: Python, JavaScript, TypeScript, C++, C, HTML, CSS
Frameworks & Libraries: Django, React.js, Redux, Node.js, Express.js, Angular, Gatsby, Tailwind CSS
Databases & Tools: MySQL, PostgreSQL, MongoDB, Redis, Docker, AWS, Git, JIRA, Kafka, RabbitMQ, Celery, Linux
Core Concepts: Data Structures, Algorithms, System Design, Database Management, Machine Learning, CI/CD

EDUCATION

Indian Institute of Information Technology Allahabad June 2020 - May 2024
B.Tech in Electronics and Communication Engineering CGPA: 8.16

PROJECTS

Shopmart - E-Commerce Platform. A full-stack responsive e-commerce platform with **React.js, Redux, Django, and PostgreSQL**, supporting **500+ products** and enabling seamless shopping cart functionality. Overcame challenges related to responsive design and state management. **[Live](#)**

Link Shortener Platform. Developed a **URL shortening** platform with **Angular and Nebular**, featuring **user authentication** and **analytics**. Engineered secure and efficient algorithms for generating short URLs while ensuring seamless redirection. **[GitHub](#)**

Shopkart - ML Recommendation Engine. Designed a **matrix factorization-based recommendation engine** using **collaborative filtering** achieving **85% recommendation accuracy** to provide user-specific product recommendations based on browsing history, clicks, and purchases. Built with Python, Flask, NumPy, Pandas, XGBoost, Scikit-Learn. **[Live](#)**

ACHIEVEMENTS

Competitive Programming: Solved 1000+ problems on [LeetCode](#), [Codeforces](#), [GeeksforGeeks](#)
Hackathons: Semifinalist in Flipkart Grid 5.0, 3rd place in HULT PRIZE IIIT Allahabad, Runner-up in BUILD-N-HACK'21