Chaitra Boggaram

Santa Clara, CA | +1 669-292-8310 | cboggaram@scu.edu | linkedin.com/chaitraboggaram | github.com/chaitraboggaram

SUMMARY

DevOps Engineer with expertise in cloud technologies such as AWS and Microsoft Azure, Docker and Kubernetes. Skilled in Python and C programming, with keen interest in designing innovative solutions to solve complex business problems.

EDUCATION

Santa Clara University, Santa Clara, CA   **Jun 2024**
Master of Science in Computer Engineering (GPA: 3.57/4)
- *Relevant Coursework:* Cloud Computing, Computer Networks, Operating Systems, Algorithms

Bangalore University, Bangalore, India   **May 2016**
Bachelor of Computer Applications (GPA: 3.55/4)
- *Relevant Coursework:* Data Structures, Object Oriented Programming, UNIX, Database Management

TECHNICAL SKILLS

Cloud & Virtualization: Amazon Web Services, Microsoft Azure, Docker, Kubernetes
Security: AWS IAM, Active Directory, AWS Security Hub, AWS GuardDuty, Microsoft Defender
Application Development & Scripting: HTML, Django, Flask, C, Python, Bash, AWS Lambda
Databases & Storage: MySQL, MongoDB, RDS, DynamoDB, AWS S3
Other Tools: Terraform, CloudFormation, Ansible Jenkins, Splunk, Agile, Jira, Git, ServiceNow

PROFESSIONAL EXPERIENCE

Santa Clara University, Santa Clara, CA
Teaching Assistant   **Jan 2022 - Present**
- Streamlined grading process for student assignments by implementing efficient workflows using CI/CD automation, leading to 80% reduction in manual grading time and enabling immediate feedback for students.
- Ensured academic integrity and fairness among students by integrating the moss plagiarism detector, enabling detection of code plagiarism and facilitating prompt action to maintain academic standards, resulting in 95% reduction in plagiarism cases reported.
- Assessed support and guidance to students during office hours, addressing their questions and concerns to enhance their learning experience and improve academic performance, resulting in 40% improvement in overall student performance and satisfaction.

Tata Consultancy Services, Bangalore, India
DevOps Engineer   **Nov 2020 - Jun 2022**
- Automated weekly reports for Endpoint Detection, Protection, and Response compliance using Macros and Power BI, resulting in time savings of ~10 hours per week, significantly improving client workflow and maintaining a 99% compliance rate.
- Led a team of 4 in successful migration of 40,000 on-premises clients from Symantec Endpoint Protection to Microsoft Defender for Endpoint, cloud-based antivirus solution, decreasing support SLA by 2 business days.
- Implemented email notification system through Power Automate to alert users of identified vulnerabilities on remote machines and provided clear guidance on necessary actions to resolve, resulting in 80% reduction in security threats.
- Created Azure Monitor dashboard through Terraform CDK that provides real-time visibility into Active Directory information, used Log Analytics workspace and metrics for triggering alerts based on predefined thresholds reducing customer tickets by 25%.

Cyber Security Analyst   **Dec 2016 - Nov 2020**
- Successfully reduced security threats by 40% by performing security operations such as USB blocking, website/application allow-listing and block-listing, blocking file hashes, and web domains.
- Established a comprehensive knowledge base in ServiceNow with over 800 articles related to troubleshooting software and hardware issues, user manuals for software installation and uninstallation, and raising ServiceNow requests.
- Developed Python scripts using REST API to invoke Splunk search queries for identifying and blocking malicious URLs across multiple systems in NXP, reducing ~100 security threats per week and enabling real-time threat protection.

PROJECTS

"COT - Plagiarism Detector for ChatGPT" (Python, Flask, Scikit-learn, NLTK, ChatGPT API)   **Winter 2023**
- Designed application to provide intuitive user interface for plagiarism detection, incorporating ML algorithms through sklearn's TfidfVectorizer, Cosine similarity modules and invoked multiple ChatGPT API completion for data comparison with 70% accuracy.

"GiveForGood" - SCU Hackathon (Python, Flask, React.js, MySQL)   **Winter 2023**
- Created full-stack application in team of 5 aiming to connect people in need of food through local donors and charities, integrated Google Auth for user authentication and Google Maps API for pinpointing required locations.

"ReferUp" (Python, Django, React.js, OAuth 2.0, AWS EC2, AWS RDS, AWS SES, CloudWatch)   **Fall 2022**
- Implemented referral website for students and alumni of SCU, utilizing user authentication and deploying the website on a cloud infrastructure that maintained user database and automated email communication to referrers.

ACHIEVEMENTS

- Published research paper titled "Plagiarism Checker Based on Machine Learning and OpenAI" at the CIST'23 - 8th International Conference on Computer and Information Science and Technology.