Chaitra Boggaram

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SUMMARY

Experienced software engineer with expertise in Python, Django, Flask, React.js, web development, and cloud technologies such as AWS and Microsoft Azure is skilled in designing innovative solutions to solve complex business problems. Lifelong learner committed to exploring new technologies and methodologies to enhance team success. Published a paper on plagiarism detection based on machine learning at CIST'23.

EDUCATION

Santa Clara University, Santa Clara, CA **Jun 2024**

Master of Science in Computer Engineering (GPA: 3.7/4)

- *Relevant Coursework:* Cloud Computing, Computer Networks, Operating Systems, Algorithms, Distributed Systems

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

Application Development & Scripting: HTML, Web Development, CSS, Django, Flask, C, Python, Bash, React.js, JavaScript
Cloud & Virtualization: Amazon Web Services, Microsoft Azure, Google Cloud, Docker, Kubernetes
Databases & Storage: MySQL, MongoDB, RDS, DynamoDB, AWS S3
Other Tools: Terraform, CloudFormation, Splunk, Agile, Jira, Git, ServiceNow, Microsoft Defender

PROFESSIONAL EXPERIENCE

Santa Clara University, Santa Clara, CA

Teaching Assistant **Jan 2023 - 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

Software Developer **Nov 2019 - 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 2019**

- 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 comprising more than 100 runbooks, playbooks, and SOPs related to security management, Symantec and Microsoft Defender policy configurations, troubleshooting endpoints on laptops, desktops and servers, managing antivirus and Endpoint Detection, Protection, and Response.
- 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.

PUBLICATIONS

- 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.