

Chhavi Gupta

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EDUCATION

University of Washington

Master of Science in Computer Science (CGPA – 4/4)

Seattle, WA

Expected - 12/2023

Jaypee Institute of Information Technology

Bachelor of Science in Computer Science (CGPA – 3.6/4)

Delhi, India

06/2014 – 05/2018

WORK EXPERIENCE

Software Engineer | Ericsson Software

09/2018 – 02/2021

- Designed and Developed features for **Billing and Payment System** supporting **350 million customers and millions of transactions per day**.
- Developed web services and APIs to facilitate data retrieval and client request processing.
- Revamped application for achieving high availability and scalability allowing system to process **10 million requests per day**.
- Created new **microservices** to decouple a monolithic application, enhancing its architecture & scalability.
- Optimized backend logic to serve same number of requests in **65% less time**.
- Developed dynamic pricing model based on specific events to offer promotional pricing to customers.
- Participated in scrum ceremonies helping team prioritize backlogs and facilitate product development using agile methodologies. Assisted teams during production deployment and provided 24x7 application support for resolving production issues.
- Designed and implemented automated workflows within the **CRM system**, effectively categorizing customers based on eligibility criteria and deploying customized alerts, optimizing customer communication and engagement by **reducing manual error by 85% and processing time by 16 hours**.

Software Engineer | Knoldus (NashTech)

01/2018 – 08/2018

- Worked on developing inventory forecasting engine using KNIME and integrating it with planning solution for an On-demand Grocery Delivery startup, that reduced the manual hours by 75%.

PROJECTS

- AWS Managed Streaming for Kafka (MSK) vs Self Hosted Kafka (AWS Lambda, Bash Scripting)*
 - Compared the performance and scalability of AWS MSK with Self hosted **Kafka** for multiple customers/producers to identify the cost and performance tradeoffs by implementing an ETL pipeline.
- Movie and Music Recommendation System (Python, Flask, TensorFlow, Spark)*
 - Developed a movie and music **recommendation system** using User-based and Content-Based Collaborative Filtering.
- Replicated Key-Value Store with Node Discovery and Two-Phase Algorithm (Parallel Programming, Multiprocessor Synchronization)*
 - TCP client/server** replicated key-value store with support for node discovery and two-phase commit using a custom protocol and Docker swarm for deployment and testing.
- Android Malware Detection System (Machine Learning, SVM, K-means, Bayesian Network)*
 - Designed a detection system, bolstering security measures against cyber threats and achieving an 88% rate in mitigating DDoS attacks.

SKILLS

- Areas Worked: Backend Development, Web Development, Cloud Computing (Amazon Web Services), Distributed Systems, Machine Learning, Big Data, Linux.
- Languages/Frameworks: Scala, Go, Java, Shell Scripting, HTML5/CSS3, JavaScript, Spring Boot, Python, Spark.
- Databases: PostgreSQL, MySQL, MongoDB, Redis.
- Tools/Methods: GitHub, Agile, CI/CD, Jira, Eclipse, and others

ACTIVITY

- Teaching Assistant for Client/Server Programming for Internet Applications. 06/2023 – 09/2023
- Member of Google developer student club and Femmes of STEM at UW. 12/2022 – Present