

# Chythra Malapati

chythram@vt.edu | 804-986-4008

## Education

Virginia Polytechnic Institute and State University (Virginia Tech)

Aug 2023 – Dec 2026

B.S in Computer Science, Minor in Mathematics

Overall GPA: **3.85** In Major GPA: **4.00**

## Internship & Work Experience

### Markel

Software Engineering Intern

Jun 2025 – Aug 2025

- Developed *Python* and *SQL* scripts in *Azure Databricks* to enhance data reliability metrics for business reporting and built a daily-refreshing BI dashboard to document multi-level data ownership within Databricks, improving IT governance
- Integrated two policy management platforms into an internal AI assistant by developing API connections and leveraging Microsoft Semantic Kernel, reduced manual form lookup for the Product Regulatory Services team by **50%** (C#, Angular.js)
- Led development and documentation for the AI assistant project by gathering business requirements, facilitating weekly demo sessions, and ensuring continuous alignment between product updates and user needs (*Lucid Chart, JIRA*)

### Indivior

IT Intern / IT Global Delivery Contractor

May 2024 – Mar 2025

- Developed *Power BI* dashboards to visualize sales datasets for business teams, resolved **30+** technical support tickets via ServiceNow, and managed user access through *Azure AD*, improving operational efficiency for business users
- Contributed to multiple cross-functional projects, including testing contact synchronization scripts for work phones, onboarding new employees, and producing internal training videos using *Adobe Premiere Pro* for business users
- Authored over **160+** detailed knowledge base articles on technical applications to enhance internal documentation and support IT change management

### Reestablish Richmond

Database Intern

Jun 2022 – Aug 2022

- Redesigned the organization's client databases by researching FileMakerPro's capabilities, restructuring the underlying data model, and updating the user interface, reducing **60%** of manual data entry for staff
- Facilitated weekly staff and stakeholder demos, gathered cross-functional feedback, and iterated on working prototypes to allow for future scalability and enable business reporting on data

### Intrusion Detection Security Lab, VCU

Research Assistant

Jul 2021 – Aug 2022

- Worked with Dr. Carol Fung and a research team to analyze the propagation of conspiracy theories on Twitter, developed a score computing algorithm that assessed the likelihood of users and posts disseminating false information (*Python, Tweepy*)
- Analyzed and labeled **over 4000+** Twitter posts, users, and hashtags to provide an advanced identification system of conspiracy communities. Developed visualizations of findings for the research paper

## Publications

Kokkera, Kshitij., Chen, Aileen., Malapati, Chythra., Demchenko, Alex., Fung, Carol. (2023). A Study on Conspiracy Theory Propagation Networks on Twitter. IEEE/IFIP Network Operations and Management Symposium.

## Leadership Roles

### The Association for Women in Computing (Virginia Tech)

CAMEO Chair

April 2025 – Present

- Coordinating club meetings in collaboration with leadership and working with the Council for the Advancement of Minority Engineering Organizations (CAMEO) to promote career fair and other professional opportunities

### Reach Lab (Virginia Tech)

Recruitment Lead

Jan 2025 – May 2025

- Directed outreach for a research study on rural parents' views of CS education by leading participant recruitment, designing outreach plans, and co-developing interview protocols for alignment and consistency with study goals

## Certifications

### Amazon Web Services (AWS) Certified Cloud Practitioner

- Earned certification to validate foundational knowledge of the AWS Cloud and Services

### Microsoft Office Specialist: Associate (Microsoft 365 Apps and Office 2019)

- Earned certification for Word 2019, Excel 2019, and PowerPoint 2019