Akanksha Singh

(628)-3586368 | singh.akanksha3103@gmail.com | LinkedIn | GitHub

WORK EXPERIENCE

Amdocs   **India**
Advanced Software Developer(ML Engineer)   **Nov'20 – May'22**
- Developed and maintained the Regional Negotiation System, a **server-based** application facilitating residential product sales for telephone services, including 160 interfaces with downstream applications.
- Utilized **natural language processing (NLP)** for address validation, implemented **deep learning** predictive models**(LSTMs)** for service order forecasting, Applied machine learning to assess creditworthiness and detect fraud.
- Implemented the "ProcessLocationAttributes" webservice using Soap calls to block orders in specific locations.
- Utilized **Apache Kafka** and **PyTorch** framework which integrated "bluebox" functions for seamless inter-process communication.
- Spearheaded the migration of the Regional Negotiation System to the cloud, leveraging **AWS**, and actively contributed to cloud application development. Resolved post-migration code issues using **CodeClimate**, conducting unit testing and debugging 2 million-line codebase within one week.

HCL Technologies   **India**
Senior Software Engineer   **May'19-Nov'20**
- Project: Developed camera software **(C++ UI/UX)** for the world's leading camera manufacturer, utilizing a **distributed system** following a **CI/CD methodology**.
  Responsibilities:
- Developed native features for various camera models, including module development, Remote application,
- Memory Recall, and camera menu items.
- Contributed to feature implementation in DSC and DSLR models, ensuring a low bug count during product base phases within a CI/CD system.

Tech Mahindra Ltd   **India**
Software Engineer   **Oct'16-Apr'19**
- Developed software in **C/C++** after analyzing client requirements for a **mission critical** application known as Robotask.
- Managed code fixes during releases and minimized escalations and SLA breaches.
- Prepared **design documents**, test plans, and weekly reports for featured requirements.
- Provided maintenance and support for the application and conducted coding, **unit testing**, and **system testing**.
- Successfully delivered rapid deployments to Client (AT&T).

TECHNICAL SKILLS

- **Programming Languages**: Java, Python, JavaScript, SQL, C, C++
- **Web and App Development**: Spring, Docker, Kubernetes, OOPs, Linux/Unix, HTML & CSS, SOAP, SDLC
- **Databases and Tools**: MySQL,No-SQL AWS, GCP, GitHub, Linux, Unix, Gerrit, Jenkins, JIRA, VMware, Collaboratory
- **ML/AI**: TensorFlow, Keras, Scikit-Learn, OpenAI, NLP, Pytorch

PROJECTS

SFBU   **Sep'22-Apr'24**
Web-Based Chatbot System with OpenAI Integration:
- Developed an AI-driven Chatbot system with OpenAI integration.
- Designed an intuitive **UI** for prompt-based interactions.
- Integrated the AI engine with a **Flask**-based web server for a seamless user experience.
- Implemented web crawling, embedding indexing, and a Q&A system.
- Demonstrated expertise in AI, UI design, API integration, and web development.

SFBU Capstone Project
Stock Prediction Using Neural Networks:
- Developing a predictive model for stock prices using neural networks (**LSTM**).
- Utilizing **TensorFlow** and Keras for model development and training.
- Built the **ELT** pipeline to preprocess the data and feed it into for AI model training everyday.

EDUCATION

San Francisco Bay University   **Fremont**
M.S. **in Computer Science**   **Sep'22 – Apr'24**

Relevant Coursework: Database and Implementation Techniques, Algorithms, Object Oriented Design, Web Front-end Programming, Cloud Computing infrastructure, Introduction to Data Science, Fundamentals of Artificial Intelligence, Machine Learning, Network Security Fundamentals.