DEVENDRA SWAMI

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EDUCATION

University of Southern California, U.S.A.   December 2020
M.S. Honors, Computer Science *(Algorithms, Databases, Web Tech, OS, ML, NLP, AI, System Design, Networks)*   **GPA: 3.96**

WORK EXPERIENCE

Software Engineer | ServiceNow, USA   Jan 2021 - Present

- Built chatbot to provide self service capabilities for network related queries resulting in 60% decrease in network related support tickets *(NGINX, uWSGI, Django, Docker, PostgreSQL, Redis, Ansible Tower, MS Teams)*
- Architected integration b/w various tools to automate Service Account Password Rotation system (*ServiceNow, JavaScript, Azure)*
- Built a highly scalable and reliable application to grant Just in Time Admin access to users for various applications *(Ansible, Azure)*
- Lead the design and development of quarantining solution for vulnerable endpoints using domain certificate revocation

Network Engineer Intern | ServiceNow, USA   May 2020 – Aug 2020

- Designed and implemented a service to automate network configuration deployment for onboarding new networking devices into domain; Decreased human intervention by 95% *(Ansible Tower, Jinja2, Python, EVE-NG)*

Data Scientist | Axis Bank Innovation Lab, India   July 2016 – Dec 2018

- Migrated existing randomized sampling approach to machine learning based service for prioritization of data leakage incidents for manual inspection; Achieved GINI index value of 0.8 in production *(Keras, Tensorflow, SQLite, Requests)*
- Created backend microservice to facilitate scraping and preprocessing of raw data to display real-time competitor's interest rates for retail banking *(Selenium, NLTK, Scikit-learn)*
- Predicted account balance of burgundy customers via LSTM; Sent early warning signal for stressed accounts to RMs *(Python)*
- Recognized for contribution towards setting up AI Centre of Excellence; Conducted org wide trainings on Python, ML & NLP

PUBLICATIONS/ ACHIEVEMENTS

- Srisopha K., Swami D., et al. (2020), How features in iOS App Store Reviews Can Predict Developer Responses, Evaluation and Assessment in Software Engineering (EASE), Norway, ACM   [Paper]
- Srisopha K., Link D., Swami D., et al. (2020), Learning Features that Predict Developer Responses for iOS App Store Reviews, ACM/ IEEE International Symposium on Empirical Software Engineering and Measurement (ESEM), Bari   [Paper]
- Swami D., et al. (2021), Analyzing movies to predict their commercial viability for producers**,** arxiv: 2101.01697   [Paper]
- Swami D., et al. (2020), Predicting Future Sales of Retail Products using Machine Learning, arxiv: 2008.07779   [Paper]
- Secured 2nd position in Regional *Data Open 2020 organized by Citadel*, among 50+ teams from 10+ premier west coast universities
- Teaching Assistant for Programming System Design (CSCI 455); Helped students to follow best coding practices in Java & C++

PROJECTS

Graph based approach for Social Network Analysis   [Github: /social-network-analysis]   Fall 2020

- Identified influencers using page rank algorithm; Deployed CLAN algorithm for community detection; Used spectral embedding & node attributes as features to carry out both tasks

Weenix Operating System – Designed a Monolithic and Non-Preemptive version of UNIX   [Private Repository]   Spring 2020

- Implemented OS concepts in C language involving Processes, Threads, Scheduler, Mutex, Virtual File System & Virtual Memory

Weather Search – Responsive Website Design and Android App Development   [Github: /know_your_weather]   Fall 2019

- Leveraged combination of HTML5, Bootstrap, NodeJS and Angular to build weather search application; Deployed on AWS

SKILLS

Programming Languages*:* Python, Java, C, C++, Unix Shell, SQL, SparkQL

Database Systems: PostgreSQL, MongoDB, Redis, SQLite, MySQL

Web Development: HTML, CSS, JavaScript, PHP, Bootstrap, JQuery, NodeJS, Angular, ReactJS, Django

Technologies and Libraries: Multi-threading, Git, Ansible, Docker, Jenkins, Caffe, NLTK, Keras, Tensorflow, Gensim, OpenCV, Sklearn