HANEESH KENNY

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Machine Learning & Software Engineering | TensorFlow • React • ServiceNow • Python

EDUCATION

MANIPAL UNIVERSITY JAIPUR   Jaipur, Rajasthan
Bachelor of Engineering   Expected May 2026
Major in Data Science
Relevant Coursework: Data Analysis, Software Engineering, Operating Systems, Algorithms, Artificial Intelligence

EXPERIENCE

PUBLICIS SAPIENT   Bengaluru, Karnataka
Engineering Intern   May - August 2025
- Built a custom ServiceNow **ITSM application** with automated Excel imports, KPI dashboards, and role-based access, using Business Rules and Script Includes for scalable backend logic.
- Developed **Virtual Agent** features including dynamic greetings, fallback routing, and automated incident/request creation with GlideRecord scripting.
- Created an **AI-assisted** incident triage prototype by integrating a ServiceNow Scripted REST API with Google Gemini to analyze Priority-1 incidents and generate summary reports.

PROJECTS - all projects on github

Malicious Traffic Detection Using Deep Learning
- Built a DNN with TensorFlow/Keras (2 hidden layers, 42 neurons), achieving **92%+ accuracy** on CICIDS2017 across 4 attack types.
- Balanced 2.8M+ samples using SMOTE/undersampling; engineered 70 features to cut false positives and boost recall.

Moon Lander Optimization: Reinforcement Learning
- Trained a PPO agent with scalarized rewards, reaching **90% landing success** and **89% Pareto efficiency**.
- Used GAE, entropy regularization, and actor-critic design; beat DQN and A2C in efficiency and speed.

Full-Stack Movie & TV Streaming Web Application
- Built a full-stack streaming platform (**React** + TypeScript + Vite) with TMDb integration, secure **API** proxying, modern UI, reusable components, and scalable routing.

Automated ServiceNow Incident Triage (AI + REST + Google Gemini)
- Integrated ServiceNow Scripted **REST API** with **Gemini** to analyze Priority-1 incidents and generate markdown triage summaries.
- Built Python orchestrator with retry/backoff, logging, and incident clustering to generate **automated triage reports**.

ACTIVITIES

Team Lead – Project NEWCASTLE (Pre-Incubated at E-Cell)   Sep 2025
Led a 3-member team whose startup idea NEWCASTLE was selected for pre-**incubation** at MUJ E-Cell, receiving mentorship and support under the university's incubation and start-up policy.

Open Source Contributor - Electron.js   Apr 2025
Contributed a merged PR #128 adding copy buttons to installation commands on the **Open Source** Electron releases page using Handlebars, CSS, and JavaScript, enhancing UX with one-click clipboard support and visual feedback.

ADDITIONAL

Technical Skills: Python, JavaScript, TypeScript, React, TensorFlow, XGBoost, ServiceNow (Script Includes, Virtual Agent, GlideRecord), REST APIs, Google Gemini API, Node.js, PostgreSQL.