

# KAMALA KRISHNAN

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## EDUCATION

**Bachelor of Engineering in Computer Science and Engineering**  
Rajalakshmi Engineering College, Chennai, India

**Aug 2015 - May 2019**

## SOFTWARE SKILL SET

**Programming and Scripting Skills** C, C++, Python, SQL, HTML, CSS, JavaScript  
**Application/Tools** Pega v7.x, Pega v8.x, PyTorch  
**Operating Systems** Windows, Linux

## WORK EXPERIENCE

**System Software Associate Programmer – Serendebite - TTEC Digital Company | Chennai, India**

**May 2020 - Present**

**Client:** UnitedHealth Group, JP Morgan Chase, TTEC

- Performed root cause analysis and fixed issues occurred during application migration.
- Worked on 500+ SQL rules which was impacted during the application migration from ORACLE to PostgreSQL.
- Developed a Covid Vaccination Application for TTEC which keeps track of Contact, Dosage information, Symptoms and Post Vaccination documentation process.
- Developed a Web ChatBot for an order & delivery service by integrating Google DialogFlow CS with Pega.

**Software Development Intern - Serendebite - TTEC Digital Company | Chennai, India**

**Jan 2020 - Apr 2020**

**Client:** Munich RE

- Worked in the development of both Canada and the US application; A reinsurance application which provides risksolutions.
- Worked on multiple user stories and debugged several issues and maintained the quality of code.
- Worked closely with Business analysts and Project managers from the onsite team to understand and gather the business requirements.

**Data Analyst – Sri Murugan Enterprises | Chennai, India**

**Jun 2019 - Dec 2020**

- Performed quality assurance of imported data, commissioning and decommissioning of data sets.
- Processing confidential data and information according to guidelines. Helped in developing reports and analysis.
- Generated reports from multiple systems. Evaluating changes and updates to source production systems.

## PROJECTS

**ChatBot in Python Using NLTK**

**Jun 2021**

Creating a basic chatbot using Python in Jupyter Notebook. This chatbot interacts with the user using the hardcoded inputs and outputs which are fed into the Python code.

**Visualizing Covid Using R Programming**

**Jan 2021**

This Project deals with the data pulled from the Johns Hopkins University Center for Systems Science and Engineering publicly available data repository with which COVID-19 data from the first several weeks of the outbreak was visualized to see at what point this virus became a global pandemic.

**Care – Android NGO Application Providing Volunteering Services to the Elderly**

**Mar 2019**

‘CARE’ - the application provides an effective solution to these problems. It is an easy-to-use application that helps the NGOs to achieve their mission and help the compassionate people rendering service to the society. This project makes use of 3 different software's: Android Eclipse, NetBeans, MySQL Database and SQLyog.

## CERTIFICATIONS

- SQL for Data Science – UC Davis
- Introduction to Data Analytics for Business – University of Colorado Boulder
- Customer Analytics – Wharton UPenn
- Introduction to Python Programming – Kaggle
- Data Analysis Using Excel – Rice University
- Introduction to TensorFlow for AI, ML and Deep Learning
- Certified Senior System Architect Pega v7.4

## RESEARCH PUBLICATIONS

- IOT-ENABLED INFRASTRUCTURE PRIVACY PRESERVATION IN BIG DATA

**European Journal of Molecular & Clinical Medicine, 2021, Volume 8, Issue 2, Pages 724-731**

[Click here](#)

This work aims to enhance the security and privacy of IoT communications among big data through the implementation of server privacy and the development of unique signatures using device attributes.

- ENHANCING CLOUD SECURITY THROUGH EFFICIENT FRAGMENT BASED ENCRYPTION

**International Journal of Pure and Applied Mathematics, Volume 118, No 18, 2425-2436, Special issue, 2018**

[Click here](#)

This paper, targets to handle issues that the user encounters when using cloud computing services. The first one is about hacking threat on the cloud whereas other one is the infeasibility of encrypting entire data without considering its confidentiality degree.

## AWARDS AND ACHIEVEMENTS

- Upcoming Star Award for the month January 2021.
- Best Developer Award for the month September 2021.
- Won a Merit Award for Student Excellence in Pega UAP Program.