GAYATRI K R

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EDUCATION

California State University Sacramento   **Expected 05/2025**
Master of Science - Computer Science   **GPA: 3.51/4.00**

Amrita Vishwa Vidyapeetham University, Bengaluru, India   **08/2022**
Bachelor of Science - Computer Science   **GPA: 7.6/10.00**

EXPERIENCE

Trellix   **07/2022 - 02/2023**
Associate Technical Support Engineer   **Bengaluru, India**

- Played a **key role** in enhancing customer engagement with **endpoint appliances**, contributing to high levels of customer satisfaction and service excellence.
- Diagnosed and resolved **complex issues** while leading **network diagnostics** and error resolution, boosting user satisfaction and efficiency.
- Streamlined global technical support infrastructure by specializing in troubleshooting and delivering **technical solutions** for improved service delivery.

FireEye   **01/2022 - 07/2022**
Customer Success Intern   **Bengaluru, India**

- Learned **new technologies** and expanded core knowledge to support customer needs effectively.
- Acted as a **focal point** for customer problem resolution, helping solve network problems of varying complexity.
- Worked on **debugging** and delivering solutions, ensuring **customer satisfaction** throughout the process.

TECHNICAL SKILLS

Programming Languages:	C | Java | Python | PHP | JavaScript | SQL
Problem-Solving:	Data Structures & Algorithms | Exception Handling | Flow Control
Web Technologies:	HTML | CSS | JavaScript | React js
Databases:	DynamoDB | SQL | Query Optimization | Window Functions | Data Modeling
Cloud Technologies:	AWS | Microsoft Azure
DevOps:	Kubernetes | Docker | Automation Testing | Unit Testing
AI / ML:	AI | Machine Learning | Deep Learning | NLP | Computer Vision

PROJECTS

Luxora - E-Commerce Platform | **View App** | **Source Code**

- Developed **Luxora**, a web application offering a seamless online shopping experience with a diverse range of high-quality products, ensuring a smooth and secure shopping process.
- Built using **React and Redux** for a dynamic and responsive UI, **Bootstrap** for an elegant design, and integrated the **Fake Store API** to fetch real-time product data.
- Improved **performance** and **UX** with efficient state and API management.

Diet Recommendation System | View App | Source Code

- Developed a web application to deliver **personalized diet plans** by calculating BMI and assessing stress levels for user health goals.
- Built with **React** for a dynamic interface, **Bootstrap** for responsive design, and the **Grok API**.
- Enhanced **user experience** with real-time BMI categorization (e.g., Normal, Overweight) and a modular form structure for accurate insights.

Portfolio: | **View App** | **Source Code**

- Developed my personal resume using **React**, incorporating **dynamic components** and **responsive design** for an interactive user experience.

PUBLICATIONS

Air Writing Recognition Using MediaPipe and OpenCV | View

- International Conference on Ubiquitous Computing and Intelligent Information Systems