Neha Marlady

Porland, Oregon

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Education

Portland State University — Apr. 2025 – Dec 2026[Expected]
Master of Science in Computer Science — Portland, Oregon

Visvesvaraya Technological University — Jun. 2013 – Jun 2017
Bachelors of Engineering in Computer Science Engineering — Karnataka, India

Relevant Coursework

- Machine Learning
- Data Engineering
- Computer Security
- Database Management
- Artificial Intelligence
- Internet Technology
- Systems Programming
- Algorithm Design and Analysis

Experience

Taskmonk Technology Private Limited — Nov 2021 – Oct 2023
Customer Support Engineer Manager — Bangalore, India

- Resolved complex technical issues for clients by debugging software configurations, logs, and API integrations built strong foundations in software systems and troubleshooting.
- Collaborated with product and engineering teams to report bugs and suggest feature improvements, experience aligned with agile and DevOps workflows.
- Promoted to manager role; led a team of 6, improved response times by 20%, and introduced knowledge base improvements for scalable technical documentation.

Interglobe Aviation Limited — Nov 2017 – Nov 2021
Executive - Airport Operations and Customer Service — Mangalore, India

- Resolved real-time operational issues under pressure, applying problem-solving skills now used in debugging and system reliability. Collaborated with cross-functional teams and documented processes, mirroring agile practices and technical documentation standards.
- Improved workflows by analyzing service data, reducing delays by 15% and optimizing operational efficiency.

Projects

MedMatchAI | *Python, Pandas, SQL, Google Colab* — Jul 2025

- Built an LLM-powered system to extract patient history and suggest personalized appointments.
- Used BioBERT and GPT-4 to map symptoms to diagnoses and match with doctors.
- Queried MIMIC-IV data via BigQuery to evaluate health record extraction.
- Designed a rule-based privacy filter to classify sensitive and public health data.

TriMet Route Insight Project | *Python, PostgreSQL, GCP, ETL* — May 2025

- Built scalable ETL pipelines using Python (BeautifulSoup, Pandas) to process 1M+ daily records into PostgreSQL with data cleaning via Psycopg2.
- Automated data workflows using Cron jobs, VM schedulers, and Daemon services for continuous ingestion.
- Secured and archived data in GCS, and visualized trip data using Mapbox and Folium.

Text - Tune AI | *Python, GenAI, LLM, NLP, Gradio* — May 2025

- Developed a Text-to-Music generator using Generative AI, transformers, and NLP techniques, leveraging Meta's Audiocraft Library's MusicGen, an autoregressive transformer model.
- Designed a Zero-shot prompting strategy to enhance model inputs, extracting music attributes with LLMs like GPT-3.5 and Gemini.
- Conducted experiments on various base models and compared the results with Text-Tune's performance using metrics such as FAD and Signal-Noise Ratio.

Technical Skills

Languages: Python, Java, C, HTML/CSS, JavaScript, SQL
Developer Tools: VS Code, Eclipse, Google Cloud Platform, Android Studio
Technologies/Frameworks: Linux, Jenkins, GitHub, JUnit, WordPress

Leadership / Extracurricular

Maseeh College of Engineering and Computer Science — May 2025 – Present
Student Ambassador — Portland State University

- Represented the College of Engineering at events to support prospective and new students.
- Led campus tours and shared program insights to promote STEM engagement.
- Assisted faculty in outreach and student experience initiatives.