Neha Nishal Goud S

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EDUCATION

Arizona State University   **Tempe, Arizona**
Master of Science in Software Engineering, GPA: 3.9/4.0   *Aug 2023 - May 2025*

TECHNICAL SKILLS

Programming Languages: Python, Java, SQL, JavaScript, TypeScript, C++
AI Machine Learning: NLP (LUIS, RAG), LangChain, TensorFlow, Hugging Face
Databases: Snowflake, Oracle, PostgreSQL, MongoDB, Redis
Web API Technologies: Node.js, React, Spring Boot, Flask, Django, REST APIs, OpenAPI
Cloud DevOps: AWS, Microsoft Azure, Docker, Kubernetes, Jenkins, Git, CI/CD Pipelines
Security: Fortify, WebInspect, Sonatype, OAuth 2.0, JWT

WORK EXPERIENCE

Full Stack Developer, Darwinbox   **Hyderabad, India**
AI-Driven Chatbot Integration   *Apr. 2022 – Jul. 2023*

- Integrated **Microsoft Bot Framework** with **Node.js, TypeScript, and Azure Bot Services** to deploy an AI-powered chatbot in **Microsoft Teams**, improving HR query resolution efficiency by **40%**.
- Developed **AI-driven automation** using **LUIS NLP** and **RESTful APIs (Node.js, Express)**, streamlining HR workflows and reducing manual interventions.
- Built **adaptive cards with JSON schema** to enable real-time notifications and approval workflows in Teams, reducing approval time by **50%**.
- Implemented **role-based access control (RBAC)** using **JWT authentication and OAuth 2.0**, enhancing security for chatbot interactions across organizations.
- Developed a **configurable chatbot admin panel** using **React and Node.js**, enabling enterprises to dynamically control bot availability and enforce organization-wide enable/disable settings.
- Optimized AI intent closure by integrating **context retention** in Azure Bot Services, reducing redundant steps and improving workflow efficiency by **40%**.
- Created a **testing framework** using **Mocha, Jest, and Chai**, achieving **90% test coverage** and automating tests within the CI/CD pipeline for seamless deployments.

Software Engineer, Fiserv   **Pune, India**
Exception Processing and Transaction Research   *Aug. 2021 – Mar. 2022*

- Developed and optimized **RESTful APIs** using **Java, Spring Boot, and OpenAPI** for the **STAR application**, reducing exception processing times by **50%**.
- Designed **SQL scripts in Snowflake and Oracle**, improving transaction research query performance by **30%** and ensuring **90% accuracy** in financial data.
- Implemented **microservices architecture** and **Kafka-based messaging**, improving real-time exception handling.
- Automated **CI/CD pipelines** with **Jenkins and Azure DevOps**, reducing release cycle time by **95%**.
- Resolved security vulnerabilities using **Fortify, WebInspect, and Sonatype**, in compliance with **PCI DSS** standards.

Software Engineer Intern, Kore.ai   **Hyderabad, India**
XO Platform - Bot Builder   *Jan 2021 – Jul 2021*

- Integrated **New Relic** to monitor features, including **RabbitMQ queues, WebSocket calls, Celery tasks, and a C++ application**, reducing debugging time from **2 hours to 1 minute** and significantly enhancing system efficiency.
- Implemented the **RAG (Retrieval-Augmented Generation)** approach using **LangChain and LlamaIndex**, optimizing database search and retrieval processes to improve **answer generation accuracy** for enterprise datasets.
- Enhanced the **SearchAI App's** data integration capabilities by integrating **Confluence, SharePoint, Zendesk, and ServiceNow** through **API development** and optimized **MongoDB queries**, expanding available data by **90%**.
- Managed deployments and oversaw **NLP tasks**, including efficacy testing of **Hugging Face models** for specific use cases, which improved **query accuracy by 40%** and enhanced **documentation comprehensiveness**.

PROJECTS

Health Insurance Charge Prediction Model

- Developed a **full-stack machine learning application** using **Python (Flask, NumPy, Pandas, Scikit-learn)** for regression-based insurance charge prediction with **78% accuracy**.
- Implemented **data preprocessing, feature selection, and hyperparameter tuning** using **NumPy, Pandas, and Scikit-learn**, optimizing model performance.
- Deployed the trained model on **IBM Cloud** with an **automated API (Node-RED)**, enabling real-time predictions through a responsive UI.