Nilava Saha

United States Citizen • Pflugerville, TX • 512-351-5143 • nilavasaha10@gmail.com

nilavawebsite.duckdns.org • github.com/nilava1234 • linkedin.com/in/nilava-saha/

Summary

Experienced customer service professional ready to combine the technical knowledge gained in college with the work skills learned, balancing work and education to pursue a career in software development and seeking to work on projects to make a difference.

Work Experience

H-E-B — *Personal Shopper*   Sep 2025 – Present
- Provided excellent customer service by addressing special requests, substitutions, and inquiries.

UTeach Outreach, College of Natural Sciences — *Full-Stack Dev/Teacher*   Jun 2023 – Apr 2025
- Developed interactive map utilities and web applications with HTML, CSS, and JavaScript, and maintained 99% uptime for 40+ students per semester. Implementation decreased on-site confusion by 100% compared to previous semesters.
- Collaborated with stakeholders in gathering and presenting technical solutions in accordance with SDLC best practices such as version control, testing, and deployment. Increasing the retention and confidence of stakeholders.
- Maintained the official UTeach Outreach website with new improvements and updated content for enhanced user experience and accessibility.
- Managed legacy codebase for maintenance and code review, ensuring system stability and enforcing coding guidelines. Greatly decreasing the story points required for such tasks.

Walmart Supercenter — *Front-End Associate*   Jul 2021 – Sep 2023
- Directed and oversaw 8–12 associates, resulting in improved team productivity and customer satisfaction through quality training and task assignment. Confirmed to increase sales by $2,000 daily while staffed.

Projects *(Titles link to source code)*

AI Deployment and Development — *VS Code, Huggingface, LLM, LoRA, Python, Pytorch*
- Integrated legacy systems with modern LLMs to create a seamless link to enhance user experience while maintaining backward compatibility with existing infrastructure.
- Scaled a modern LLM for a customer service scenario with LoRA to improve responses for FAQs, complaints, and product inquiries.

Personal Automated Assistant — *VS Code, Git, Python, Agile*
- Designed a Python-powered personal assistant with text-command functionality, leveraging RESTful APIs to stream music, answer questions, and manage server. Servicing 50+ concurrent users.
- Automated server deployment and scaling through Bash scripts on Unix platforms, saving each user over $200 worth of server infrastructure per month.

Full-Stack Development — *VS Code, Git, DuckDNS, HTML, CSS, JavaScript, LaTeX, Flask*
- Created and optimized deployment of several web applications using HTML, CSS, and JavaScript, with 500+ page views, with better performance and SEO optimization. Saving stakeholders more than $500 dollars in maintenance costs per year.

AWS and Google Cloud Deployment — *VS Code, Bitbucket, Python, Kubernetes, Jenkins, Docker*
- Implemented and running a containerized Python web application using Docker, Kubernetes, and Helm, leveraging REST dynamic endpoints to construct a cloud-native, scalable architecture

Education

University of Texas at Austin — *B.S. Computer Science*   2021 – 2025
Developed – Operating Systems, Android Mobile Apps, Web Apps, Cloud Management Tools, Game Engines, SQL Database
Coursework – Ethical Hacking, Architecture, Algorithms, Energy Efficiency, Programming for Performance, Debugging & Verifying

John B Connally HS — *Class of 2025*   2017 – 2021
Rank: 15/435 - SAT: 1310

Skills

Languages: Python, C, C++, C#, Java, JavaScript, Kotlin, HTML/CSS, Bash, ACL2, Lisp, SQL, R

Frameworks: React, Flask, Node.js, Docker, Kubernetes, Jenkins, Git, AWS (EC2, S3), Google Cloud Console, REST APIs, Helm, Pytorch, Tensorflow

Additional: CI/CD, DevOps, Secure Coding, Server Management, UI/UX Design, Agile, Scrum, Testing & Reporting, Networking, Automation