

NIVETHA AMMUNDI MAGESH

562-794-4367 | nivethamagesh66@gmail.com | [linkedin.com/in/nivethamagesh](https://www.linkedin.com/in/nivethamagesh) | Long Beach, CA

Education

California State University, Long Beach

Aug 2023 – May 2025

Master of Science in Computer Science — CGPA: 3.44/4.0

- Relevant Coursework: Advanced Analysis of Algorithms, Object Oriented Analysis and Design, Blockchain Technology, Software Engineering, Distributed Computing, Computer Architecture, Artificial Intelligence

Experience

Software Engineer | Zoho Corporation, India

May 2021 – May 2023

- Developed custom bot commands using Java in ServiceDesk Plus, an IT service management platform (ITSM), integrating with Microsoft Teams via **APIs on Azure**, which boosted **platform interaction by 40%**.
- Revamped the database schemas in **PostgreSQL**, resulting in a **30% improvement in overall query performance**.
- Designed a telephony feature using **Java and Ember.js**, managing both front-end and back-end development. Enabled seamless calls and secure log access for users, resulting in a **40% increase in user engagement**.
- Resolved **10+ customer issues** and **5+ bug fixes weekly**, including **complex SQL queries** to fetch customer requested data, and documented **frequent errors** to minimize the resolution time by **20%**.
- Upgraded **JRE** version from **1.8.0292** to **1.8.0352** in ServiceDesk Plus, **removing 24 obsolete files**, which reduced security vulnerabilities by **50%** and improved **application performance by 10%**.

Technical Skills

Languages: Java, C, C++, JavaScript, TypeScript, Python, SQL

Web Technologies & Frameworks: Spring Boot, MySQL, PostgreSQL, MongoDB, React, Angular, Ember JS, J2EE, HTML, CSS, Bootstrap, jQuery, AJAX, REST API, XML, Servlet, JSON

Cloud Platforms: AWS (EC2, Lambda), Microsoft Azure

Tools & IDEs: Docker, Kubernetes, Postman, GitHub, Linux, VirtualBox, VS Code, Eclipse, IntelliJ, Sublime Text

Projects

Scalable Retrieval-Augmented Generation (RAG) with Distributed Systems | *React, Python*

Oct 2024

- Built a scalable RAG system with a front-end interface for user prompts, using **Google T5 Flan** for text generation and **FAISS** for efficient vector retrieval.
- Integrated **Flower Framework** for privacy-preserving federated learning, improving accuracy by 15% and reducing query latency by 40%.

Web-Based Bug Tracking System | *React, Spring Boot, Java, MySQL*

Sept 2024

- Engineered a bug tracking system, reducing bug retrieval time by 40% and enhancing tracking efficiency by 30% through real-time search, status tracking, and smart bug categorization.

AutoJoin | *Python, Selenium*

Feb 2021

- Created a Python program for automated attendance in Google Meet sessions based on the provided timetable, eliminating manual attendance logging and increasing efficiency by 60%.

Certifications

- Oracle Certified Associate, Java SE 8 Programmer** - Secured **81%**, earning official certification from Oracle.
- Programming in C++** - Certification provided by NPTEL (National Programme on Technology Enhanced Learning), IIT Kharagpur, India.
- Problem Solving through Programming in C** - Certification provided by NPTEL, IIT Kharagpur, India.

Other Work Experience

Government Affairs Student Assistant | Cal State University, Long Beach

May 2024 – Present

- Coordinate meeting schedules, plan events, and create election campaign posters, assisting in making **10+ student government projects** successful.
- Take and retain minutes of **100+** Business and Finance Committee and Lobby Corps Board meetings.
- Interact with over **50 students** and administrators at the reception desk, handling phone calls, and providing assistance in administration.

Achievements

- Won** the blind coding competition at Elements'2K19, a national-level symposium organized by Sri Ramakrishna Engineering College, outperforming 250+ participants in timed coding challenges.
- Achieved **runner-up** in the technical quiz at Elements'2K19, competing against 300+ participants at the same prestigious symposium.