AASHIMA BHAKUNI

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PROFESSIONAL SUMMARY

Results-driven Software Engineer with 4.5 years of experience at Wipro in designing and developing **scalable web applications, automation solutions, and AI/ML-powered solutions**. Skilled in **Python, Django, Angular, PostgreSQL, Docker, RAG, and LLMs**. Proven ability to **streamline operations, reduce manual effort by up to 70%, and deliver high-performance, enterprise-grade solutions**. Adept at building robust backend systems, intuitive front-ends and deploying via Dockerized containers

TECHNICAL SKILLS

Full Stack Development: Python, Django, Django REST Framework, Angular
Databases: PostgreSQL, ElasticSearch, RDBMS, Vector DB.
Containerization and Devops: Docker, Nginx, Gunicorn.
AI/ML & GenAI: LLMs, RAG, Prompt Engineering, LangChain, TensorFlow, Scikit-learn, Machine Learning
Tools & Platforms: Git, Visual Studio Code, REST APIs, GitHub-Copilot.

PROFESSIONAL EXPERIENCE

Wipro Technologies | Automation Engineer
Galaxy Bot (GenAI) | Database, LLM, RAG   2023- Present

- **Developed and deployed a centralized auditing and analytics tool** to streamline IT ticket management, improving auditing accuracy and reducing manual analysis efforts.
- Implemented **Machine Learning models** for ticket classification, trend detection, and anomaly identification.
- Integrated **Retrieval-Augmented Generation (RAG) with LLMs** to enhance ticket insights and generate contextual, human-like responses for faster resolution.
- Designed an **intuitive Angular front-end** with dashboards and visual reports for real-time monitoring and decision-making.
- Built and optimized **Django Rest Framework APIs** to enable secure data exchange between systems.
- Leveraged **PostgreSQL** for structured data storage and efficient query handling, supporting large-scale auditing workloads.
- Improved compliance monitoring and proactive issue resolution by providing **data-driven insights** into recurring ticket patterns.

Storage and Backup Manager | Django, Angular, PostgreSQL, Nginx, Docker   2021 – 2023

- **Designed and developed a centralized web application** to manage multiple Storage & Backup OEMs, **automating critical operations and reducing manual efforts by 70%**.
- Built a **scalable and responsive front-end** with Angular, leveraging reusable components to enhance maintainability.
- Developed **secure RESTful APIs** with Django Rest Framework, ensuring seamless communication between front-end and back-end services.
- Engineered **optimized PostgreSQL database schemas and queries**, improving data retrieval and application performance.
- **Containerized and deployed** the application using Docker, Nginx, and Gunicorn, ensuring consistent environments, faster deployments, reduced downtime, and improved scalability.

KEY PROJECTS

- **AI Powered Ticket Analyzer-** Designed a Python-based clustering tool to analyze 1lakh+ incidents, identify top recurring issues, and recommend automation opportunities. Utilized Scikit-learn, Adaptive Agglomerative and Bayesian GMM
- **Chat Bot –** Built a chatbot using **vector DB** and **LLMs** integrated with RAG architecture for contextual Q&A and intelligent knowledge retrieval.

EDUCATION

Master of Technology | **BITS, Pilani**   2021-2025
Bachelor's in Computer Application | Banasthali Vidhyapith   2018-2021

CERTIFICATIONS

AWS Certified Cloud Practitioner by AWS.   AWS Certified AI Practitioner by AWS.

AWARDS

- Inspiring Performance Award - Recognized for outstanding contribution to automation and enterprise solutions during Project Town Hall.