SAI KRISHNA GORIJALA

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OBJECTIVE

Results-oriented professional with a Master's in Computer Science and diverse experience spanning application development, data science, and customer service roles. Skilled in programming languages including Java, Python, and R, with expertise in frameworks such as Django, Flask, and TensorFlow. Proven ability to thrive in fast-paced environments, collaborating effectively with cross-functional teams to deliver innovative solutions and exceed customer expectations. Seeking a challenging role where I can leverage my technical skills and interdisciplinary experience to drive business growth and contribute to impactful projects.

EDUCATION

Master of Computer Science, University of Leicester, U.K 01/2020 to 07/2022
elevant Coursework: Machine Learning, Interactive System Design, Logic in Computer Science, Data Analytics.

Bachelor of Electronics and Communication Engineering, VFSTRU University, India 06/2013 to 05/2017
Minor in Business Management

SKILLS

Programming Skills:	Java, Python, R, SQL, Shell Scripting, Selenium, Javascript
Frameworks Skills:	Django, Flask, Jenkins, Docker, Keras, TensorFlow
Soft Skills:	Analytical mindset, Clear and concise communication, Proactive, Teamwork
Tools and concepts:	Linux, CRM implementation, Office 365, HPSM, Windows.

EXPERIENCE

Application Developer May 2018 - Oct 2019
IBM India Pvt. Ltd. *Hyderabad, India*

- Served as an L3 Developer with the EMM team, focusing on rectifying defects in existing applications and conducting testing for upcoming functionalities within the framework. Developed automation scripts for repetitive tasks, streamlining processes as a Subject Matter Expert (STO).
- Utilized Jenkins tool for automating Application health checks and ensuring stability.
- Completed comprehensive training in Python, C++, and Electronics.
- Addressed various defects in TFSA (Task Force for Software Automation) and automated them in accordance with specified requirements.
- Created puppet scripts for infrastructure automation within the Infrastructure-As-a-Service (IAAS) platform.
- Demonstrated a commitment to high integrity, establishing trust, and consistently earning sustained credibility with both internal and external clients.
- Conducted observations, measurements, and tests at different stages in alignment with quality control plans.
- Inspected inbound and outbound products to ensure compliance with industry standards, company policies, and procedures.
- Developed and conveyed team communications and information for scrum meetings.
- Established and maintained collaborative working relationships with staff, resolving operational challenges through an interdisciplinary approach.
- Provided insights and initial training on ongoing projects to new team members, assisting them in acquiring the necessary expertise for their roles.

- Participated in and led code reviews, providing constructive feedback to team members and fostering a collaborative and knowledge-sharing environment.
- Worked closely with cross-functional teams, including QA, DevOps, and product management, to ensure seamless integration of solutions and adherence to project timelines.
- Implemented CI/CD pipelines, integrating automated testing and deployment processes to enhance application delivery speed and reliability.

Data Scientist Feb 2021 - Nov 2021
ASAP Data Solutions *London, U.K.*

- Collaborated closely with the product manager to shape data science products and offerings, providing valuable technical insights.
- Demonstrated a proactive approach to problem-solving, consistently ensuring the successful implementation and completion of tasks.
- Thrived in an interdisciplinary team environment, actively contributing to the collaborative and dynamic work culture.
- Offered thought leadership in technologies and system architecture, driving innovation within the team.
- Designed and developed systems for content classification, clustering, and content recommendation.
- Developed scalable algorithms for processing very large data sets, ensuring optimal performance.
- Played a key role in further processing data to support data scientists in the development process.
- Designed, developed, tested, and deployed systems to enhance the Customer Satisfaction Index, primarily focusing on Network Indicators.
- Conducted peer reviews of development work completed by team members, ensuring high-quality deliverables.
- Wrote technical specifications and provided comprehensive documentation of work to facilitate understanding and future reference.
- Defined and communicated work assignments and completion criteria to team members, monitored activities, and reported on progress.
- Implemented new data science models, tools, and technologies to enhance overall business performance.
- Effectively communicated highly technical concepts to audiences with varying levels of understanding..

Customer Service Advisor Nov 2022 - Dec 2024
FoundEver *Coventry, U.K.*

- Respond promptly to customer inquiries via phone, email, and chat, resolving issues and providing accurate information.
- Meet and exceed monthly service level and customer satisfaction targets.
- Process orders, returns, and exchanges efficiently, ensuring a positive customer experience.
- Collaborate with cross-functional teams to address complex customer issues and escalations.
- Handled a high volume of inbound customer calls, addressing product inquiries and troubleshooting issues.
- Utilized CRM system to document customer interactions, ensuring accurate and up-to-date records.
- Provided product knowledge training to new team members, contributing to improved overall customer support capabilities.
- Participated in weekly team meetings to discuss common customer issues and share best practices.

PROJECTS

Scene-Adaptive Segmentation for Crowd Counting. Crowd counting is a critical task in various domains, including crowd management, public safety, and transportation planning. In this paper, we propose a novel methodology termed "Scene-Adaptive Segmentation for Crowd Counting (SASCC)" that leverages machine learning techniques, particularly Convolutional Neural Networks (CNNs), to enhance the accuracy and efficiency of crowd counting systems. SASCC dynamically adapts segmentation parameters based on scene-specific characteristics, such as crowd

density and lighting conditions, to optimize the segmentation process. The methodology employs CNNs for feature extraction and semantic segmentation, enabling precise delineation of crowd regions from background clutter. Transfer learning and fine-tuning strategies are employed to adapt pre-trained CNN models to the task of crowd segmentation, enhancing performance and generalization to new scenes. Additionally, contextual information integration improves the understanding of crowd scenes, further enhancing counting accuracy. Evaluation metrics including accuracy, precision, recall, and F1 score are employed to quantitatively assess SASCC's performance. Experimental results demonstrate that SASCC achieves superior crowd counting accuracy and real-time processing capabilities compared to existing techniques, making it a promising solution for crowd analysis in various applications.

Collaborative Canvas: An Online Interactive Whiteboard Description:

Collaborative Canvas is an innovative online platform designed to revolutionize collaborative brainstorming and idea sharing. Serving as a dynamic digital canvas, it enables real-time interaction among multiple users, regardless of their geographical locations. With an array of interactive tools and features including drawing tools, text boxes, shapes, and sticky notes, Collaborative Canvas facilitates seamless expression and annotation of ideas. Its customizable workspace empowers users to tailor the environment to their preferences, while multimedia support allows integration of images, videos, and documents for enhanced presentations and discussions. The platform's secure and privacy-focused approach ensures confidentiality while enabling effortless integration with popular collaboration tools. Collaborative Canvas stands as a versatile solution fostering creativity, communication, and productivity in team environments across various domains.

A Method for Localizing the Eye Pupil. The estimation of the point of gaze in a scene presented on a digital screen has many applications, such as fatigue detection and attention tracking. Some popular applications of eye tracking through gaze estimation are depicted When estimating the point of gaze, indentifying the visual focus of a person within a scene is required. This is known as the eye fix or point of fixation. Finding the point of gaze involves tracking different features of human eyes. Various methods are available for eye tracking, some of which use special contact lenses, whereas others focus on electrical potential measurements. Optical tracking is a nonintrusive technique that uses a sequence of image frames of eyes that have been recorded using video-capturing devices. This technique is popularly known as video oculography. N. Panigrahi, K. Lavu, S. K. Gorijala, P. Corcoran and S. P. Mohanty, "A Method for Localizing the Eye Pupil for Point-of-Gaze Estimation," in IEEE Potentials, vol. 38, no. 1, pp. 37-42, Jan.-Feb. 2019, doi: 10.1109/MPOT.2018.2850540. keywords: Eyes;Gaze tracking;Videos;Digital images

CERTIFICATIONS

- Java SE1 Programmer, Oracle Certified Programmer (OCP).