Sai Venkat

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EDUCATION:

- Master of Science (Computer Science): University of North Carolina at Charlotte, NC, USA. Jan 2023 – May 2024
- Bachelor of Engineering (Computer Science): Osmania University, Hyderabad, India. Aug 2015 – May 2019

EXPERIENCE:

Software Engineer Intern | PathSynch Labs*, Atlanta, USA* April 2025 - Present

- Built logic and UI for ShortURL and QR Code creation using ReactJS, TypeScript, and NodeJS, storing data in Google Firestore for quick access, with latency under 40ms
- Implemented real-time sync between MongoDB and BigQuery using Google VM and Pub/Sub, maintaining less than 5-second lag for analytics on over 100,000 records
- Deployed ShortURL-QRCode API on Google VM, achieving 99.98% uptime and processing over 10,000 redirect requests daily via custom domain qrsyn.ch
- Generated Customer Sentiment Word Clouds from Google Places reviews using VertexAI NLP, analyzing 1,200+ reviews/week with 92% accuracy in sentiment classification
- Created subscription-based access control using NodeJS and Google Firestore, supporting 3-tier plans and enforcing limits of up to 1000 Short URLs and 200 QR Codes/user/month
- Integrated Stripe API for recurring payments, automating billing for 3-tier plans with real-time webhook handling and subscription state updates, supporting over 500 active sessions/month with less than 2-second payment confirmation latency
- Built dynamic logic for subscription upgrades and cancellations, syncing with MongoDB and enforcing plan limits without downtime, handling 100+ tier changes/month, and maintaining 100% data consistency across user sessions
- Tested and deployed all major features to AWS EC2 using Nginx reverse proxy, achieving 99.9% production stability and handling 2,000+ API requests/day

Software Engineer | Truviq Systems*, Hyderabad, India* Feb 2021 - Nov 2022

- Engineered a dashboard using Java, ReactJS, and RESTful APIs to view performance reports of each customer representative processed over 30 days with filter & sort operations, boosting issue visibility by 17% and performance management by 22%.
- Created a single-page application using HTML, CSS, ReactJS, NodeJS, MySQL, and Oracle11g to provide personalized data, customized alerts, and urgent user actions to users on login, increasing user profile utilization by 65%.
- Performed stress and unit testing for each feature and deployed them to AWS EC2 instances using Docker.
- Collaborated with clients, developers, and testers for development in an agile fashion using JIRA to track resource efforts, delivering the product in versions 2 times every 30 days, saving 32% of the product timeline.
- Maintained and troubleshot any CI/CD pipeline issues using Jenkins and Docker, resulting in 2 weeks early deployment.

Associate Solutions Engineer | Pega Systems*, Hyderabad, India* Jul 2019 - Feb 2021

- Built a feature for managing call transfer reasons using HTML, CSS, JavaScript, ReactJS, and NodeJS; enhanced customer service efficiency, resulting in a 25% reduction in issue resolution time.
- Resolved an average of 3 bugs a day, totaling around 60 bug fixes during the deployment's regression phase, leading to a 32-point increase in the compliance score from 65 to 97.
- Formulated and implemented logic for intelligent routing in Java using the Spring framework, optimizing incoming requests and increasing resolution speed by 65%.
- Developed 'CTI (Computer Telephony Integration) link setup' API in Java, allowing admins to start, stop, or restart along with CRUD operations on CTI links such as CISCO ICM, thereby improving customer engagement by 72% via phone calls.
- Engineered the 'Interaction Configurations' microservice for admins to customize interaction experiences of chat, call, or email using JavaScript, jQuery, and SOAP with data exchange in XML and SQL, resulting in a 35% increase in customer satisfaction

PROJECTS:

Lieux:

- Developed 'Lieux', a social networking app using MERN stack, enabling users to share and view real-time locations via the Google Maps API, increasing location visibility by 43%.
- Implemented secure JWT-based authentication, integrated RESTful APIs with MongoDB, and optimized deployment to cut server response time by 64% and unauthorized access by 34%.

Judge a book by its cover:

- Engineered a machine learning model using Python (Pandas, Matplotlib, NumPy) to predict book genres from cover images, ac hieving 80% accuracy on a dataset of 32,600 covers.
- Over 20 epochs, achieved peak precision, recall, and f1-score reaching 97, 95, and 93, respectively.

TECHNICAL SKILLS:

- *Programming and Databases:* Java, Python, SQL, NoSQL, MySQL, PostgreSQL, MongoDB, Oracle
- *Web Technologies*: HTML5, CSS, JavaScript, TypeScript, ExpressJS, ReactJS, NodeJS, Tailwind, Bootstrap
- *Libraries & Frameworks*: Pandas, Springboot, Matplotlib, Django, D3JS, JSP
- *Expertise*: Amazon Web Services (AWS), Google Cloud Platform (GCP), Git, GitHub, Kubernetes, TDD, Microsoft Visual Studio, enterprise software, J2EE, Design Patterns, Software Development Life Cycle, DevOps, Linux, Web Sockets, Apache Kafka.