

# SHREYA MOHAN

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Kerala, India, 670004 | +91 8105583005 | shreyamohan283@gmail.com

<https://www.linkedin.com/in/shreya-mohan-0a646813a/>

## PROFESSIONAL SUMMARY

Software Engineer with 6 years of experience in building and deploying cloud-native applications using backend services like FastAPI, OCR-based document processing tools and API management. Skilled in application deployment using Kubernetes and experienced on building conversational platforms and channel integrations. Experienced in SaaS architecture, modern UI development using Nuxt, and test infrastructure for automating test environments for local and cloud data providers such as Azure, PostgreSQL, MySQL, and Kafka using a Python pytest-based framework. Dedicated to achieving generalized and effective solutions for complex problems and delivering high quality code. Result-oriented professional with a proven ability to contribute ideas to drive innovation.

## SKILLS AND ACCOMPLISHMENTS

- Back-end Technologies like Python (FastAPI, Flask, PyTest), Java(basics), C++(basics)
- Front-end Technologies like JavaScript, VueJS, Nuxtjs, HTML, CSS
- Databases: MSSQL, MySQL, PostgreSQL (Basics)
- Deployment Technologies: Docker, Kubernetes, Azure Devops, Jenkins
- Cloud Platforms : Azure, AWS
- API Development: REST APIs with various authentication mechanisms
- Caching Technologies: Redis
- Problem Solving and Leadership

**ACCOMPLISHMENT:** Played a key role as part of the core team in architecting a highly successful chatbot solution, now established as one of the major products. Contributed expertise in third party application integration, channel integration, key features like callback, intent & slot detection, resulting in the solution being adopted by leading clients and the success and innovation of this product is one of the factors which laid the foundation for the inception of new company.

## PROFESSIONAL EXPERIENCE

SOFTWARE ENGINEER | IBM India Software Labs, Kochi

March 2025 – Present

1. Migrated Azure resources - Key Vault and Azure VM (Teradata 17 installed) to new instance.
2. Extended DataOps architecture with support for Kafka, Databricks, FTP, SFTP, and JMS integrations.
3. Added RabbitMQ 4.2 compatibility to the main product.
4. Enabled Kafka null-message publishing using kafkacat through a custom workaround.
5. Supported enterprise email migration from Google Workspace (G Suite) to IBM platforms, ensuring continuity of user communications.

SOFTWARE ENGINEER | Adinsys Technologies Pvt Ltd, Bangalore

April 2022 – March 2025

1. Developed functional modules like rule engine, document OCR processing using Azure form recognizer for an order to cash flow application.
2. Deployed the above-mentioned application in Azure Kubernetes Cluster
3. Architected API management portal and implemented various authentication mechanisms.
4. Lead the screen revamp activity by using Nuxt framework for the new screens.
5. Integrated WhatsApp Bot using Zoko service provider for the vendors to upload documents and get status of document processing easily in WhatsApp. Application is built on FastAPI python framework.

6. Moved archived data from MySQL database to Azure Blob Storage by creating a pipeline in Azure Data Factory.

#### **SOFTWARE ENGINEER | Data Semantics, Bangalore**

July 2019 – April 2022

1. Architected and developed key features in conversational platform product like slot automations, intent detection, callback mechanism using NLTK libraries.
2. Designed configuration screens for the bot using HTML 5, CSS 3, jQuery 3.5.0, Bootstrap4.
3. Integrated channels like WhatsApp, Telegram and third-party applications like Dynamics365, Zoho
4. Led architectural change from on-prem model to SAAS model.
5. Enhanced bot performance by using Redis caches by caching mostly used data like utterances, bot configuration.
6. Architected other sub portals like knowledge base portal and sales portal.

#### **E D U C A T I O N**

MCA | Aloysius Institute of Management and Information Technology (AIMIT), Mangalore (2019)

BCA | St. Agnes College , Mangalore (2016)