

Shriya Hireholi

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EDUCATION

KLE Technological University

B.E in Computer Science | CGPA: 7.5

Hubli, Karnataka

Graduation Date: Sep 2020

TECHNOLOGIES & FRAMEWORKS

Technology stack

: Python, Django REST, PostgreSQL/SQL, ReactJS, JavaScript, Jira.

Cloud platforms

: Amazon Web Services, Heroku.

WORK EXPERIENCE

Onsite Electro Services Pvt. Ltd.

Full Stack Software Engineer

Bangalore, Karnataka

Nov 2020 - Nov 2022

- Technologies worked on: Python, Django, ReactJS, SQL, Amazon Web Services, Jira.
- Developed a live Service Center dashboard to increase transparency and collaboration among team members by 25%.
- Reduced the number of inactive agents in CRM by 85% through the implementation of a new software system and successfully gathered requirements from various departments and created a system that met all needs.
- Demonstrated expertise in the full software development life cycle, from requirement gathering to coding, testing, and deployment.
- Took complete Ownership of the front-end and back-end development for new Product features, increasing efficiency by 15%.
- Developed a new System to automatically link an unknown customer to an existing number, reducing customer support time by 2 hours per day.
- Delivered an exceptional customer experience by quickly resolving tech support tickets within the first 24 hours of them being submitted.
- Revamped the Communication System to improve agent-customer collaboration, resulting in a 25% increase in productivity.
- Involved in weekly Production deployments, ensuring that all code changes adhere to company standards and best practices.
- Developed a Re-Estimation flow for self-repair process type to accommodate new system changes, resulting in a 5% reduction in customer support.
- Reduced Average Handle Time by 15% through process redesign and implementation of new software features.
- Re-designed call pop-up to increase usability by 15% and decrease support tickets by 20%.

MountBlue Technologies

Software Engineer

Bangalore, Karnataka

Jul 2020 - Oct 2020

- Technologies worked on: Python, Django, Flask, Matplotlib, JavaScript, Heroku.
- Developed multiple Projects by utilizing the Indian Premier League data set provided by Kaggle.
- Built and deployed a Prototype of a fully functional E-commerce application on Heroku.

Chromosis Technologies

Internship: User Interface Developer

Hubli, Karnataka

Jan 2020 - Apr 2020

- Technologies worked on: Ionic framework, Android Studio.
- Developed an User Interface for the company's internal Android application.

LEADERSHIP EXPERIENCE

Onsite Electro Services Pvt. Ltd

Full Stack Software Engineer

Bangalore, Karnataka

Nov 2020 - Nov 2022

- Mentored Software Engineering Interns, providing knowledge and guidance on various Projects.
- Organized and led weekly fun activities for the team that helped with building morale and bonding.

- Conveyed Technical information to non-technical staff and clients through clear and concise explanations.

KLE Technological University**Hubli, Karnataka***Full-Time student**Aug 2016 - Sep 2020*

- Presented Research findings and development process of a 3-month long study on an algorithm which is faster and more efficient than existing algorithms in Blockchain Networks.
- Planned and organized competitions during annual fests
- Managed a team of 10 students to help with the execution of the University fest.

PROJECT EXPERIENCE

KLE Technological University**Hubli, Karnataka***Secure and Efficient Consensus Algorithm for Blockchain Network**Apr 2020 - Jun 2020*

- Technologies worked on: Python.
- Developed an algorithm which is faster and more efficient than Proof of Work and Proof of Stake Algorithms in Blockchain Networks.

Pixart Technologies Pvt. Ltd.**Hubli, Karnataka***3D Face Reconstruction**Jan 2019 - Apr 2019*

- Technologies worked on: Python, Java, OpenCV, TensorFlow and MeshLab.
- Developed a model that reconstructs a 3D model of the face by taking a single image of the person and performing landmark detection, pose estimation and silhouette feature extraction.