

# Vishwa Krishnan

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## WORK EXPERIENCE

### Software Engineer, AI Automation Team

Mar. 2024 – Present

Citi

Dallas, TX

- Led development and deployment of **Python FastAPI microservices** for a Knowledge Management platform serving **40K+ users**, improving scalability and boosting user satisfaction by **90%**.
- Owned development and tuning of intent classification models for an AI-driven agent-assist platform using Google Gemini, improving accuracy by **10%** and reducing customer-agent handling time.
- Managed per-sprint container deployments using **OpenShift, Docker, and Jenkins**, accelerating CI/CD workflows and maintaining deployment reliability.
- Refactored Python services by introducing unit test coverage and improving code structure, increasing team development velocity by **25%**.
- Acted as a **technical point of contact** with stakeholders, **Model Risk Management (MRM)**, and **Fair Lending** to define scope, develop architecture diagrams, and reduce bias in models—cutting project delays and improving product-market fit.
- Facilitated migration of critical code bases from Mexico sister-team, implementing optimizations that resulted in **\$2M+ cost savings**.
- Built an **AI accelerator tool** that streamlines prompt refinement, optimizing team productivity by **50%**.
- Partnered with senior leadership to design and present **Generative AI solutions** aligned with Citi's AI roadmap; presented to summer interns to drive awareness and adoption.

### Software and Cloud Developer

Sep. 2023 – Feb. 2024

Sahanav Technologies

Miami, FL

- Architected scalable infrastructure on **AWS (EC2, S3, RDS, Lambda)** with IAM best practices, improving reliability and optimizing cloud costs.
- Built dynamic dashboards in **Microsoft Excel** using **INDEX/MATCH, XLOOKUP, Pivot Tables, and Power Query**, reducing manual reporting and accelerating insights.

### Software Developer Intern, Datahub Team

Jun. 2023 – Aug. 2023

Citi

Dallas, TX

- Developed a full-stack utility using **Angular** and **Spring**, enabling users to efficiently modify JSON data.
- Created **6 RESTful APIs** with **SpringBoot microservices** and **Gradle** for data handling, logging, and UI integration.
- Automated JSON configuration parsing with **Python scripts**, increasing team productivity by **30%**.
- Built and presented a **Tableau data visualization** and a **supervised ML model** to **40+ senior leaders and interns**, highlighting correlations between housing prices and educational attainment in the U.S.

## TECHNICAL SKILLS

**Certifications:** AWS Certified Developer - Associate, AWS Certified Cloud Practitioner

**Languages:** Java, Python, C++, JavaScript, SQL

**Frameworks/Libraries:** SpringBoot, Angular, Node.js, JUnit, Gradle, TensorFlow

**Cloud & DevOps:** AWS, Docker, OpenShift, Jenkins, CI/CD

**Developer Tools:** Git, CircleCI, Tableau, Postman, Jupyter, JIRA

**Databases:** MongoDB, PostgreSQL, Neo4j

## EDUCATION

### University of Florida

Aug. 2020 - Dec. 2023

Bachelor of Science in Computer Science, Minor in Engineering Innovation

Gainesville, FL

**Awards:** Cum Laude

**Research:** "Analyzing the Effectiveness of Hurricane Software Models in the Gulf Coast in Response to Rising Hurricane Activity"