Kavya Hanisha Gajula

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WORK EXPERIENCE

DELL Technologies   **Boston, MA**
Senior Software Engineer   *Jul. 2019 – **Present***
- Built **MLOps framework** for Application Agents, enabling anomaly detection, SLA optimization, policy scheduling and capacity prediction – key for intelligent data protection.
- Led and mentored interns on implementing algorithm for **system health check** and health score generation.
- Developed **Log Alchemy**, a Gen AI tool fine-tuned on multi-modal LLMs to detect product's bottlenecks.
- Integrated **OpenTelemetry** SDKs and **Grafana** dashboards with Jenkins CI/CD pipeline to enhance observability of App Agent Service performance metrics and logs.
- Delivered mission-critical **dynamic CPU throttling mechanism** for File Systems and databases (SQL and Oracle) based on resource utilization, optimizing backup performance.
- Architected and Implemented **Semantic Search** for File Systems & SQL for Backup and Disaster Recovery.
- Delivered **Backup Recommendation System** with optimized schedules using scikit-learn clustering algorithm and improved performance by 45%.

Honeywell   **Bangalore**, *India*
Software Engineer   *Aug. 2015 – Dec. 2016*
- Designed & developed cross platform web app backend for large scale data processing on ground applications.
- Developed Simulator for remote terminal UI, Rest APIs and PostgreSQL Database for communication bus.
Software Engineer Intern   *Jan. 2015 – Jun. 2015*
- Developed backend data processing code in Java, implementing microservices architecture.

LEADERSHIP & IMPACT

Technical Leadership – Delivered mission-critical features, Led and mentored junior engineers & interns projects
Revenue Generation – Improved feature prioritization in collab with Product Owners to align **KPIs** with rev goals
Certifications – **Harvard** Business School Entrepreneurship, **HubSpot** – Revenue Ops, **Nvidia** – AI, **AWS** Architect

EDUCATION

May 2019	**Northeastern University**	MS	Computer Science	**Boston, USA**
May 2015	**Amrita Vishwa Vidyapeetham**	B. Tech	Computer Science Engineering	**India**

PROJECTS AT DELL

AI DaaS Powered Application Agents   *Dec 2024 – Now*
- Led AI powered proof of concepts for Power Protect Data Manager's Elastic Search and Postgres DB.
- Contributed to distributed systems architecture implementation and end-to-end testing for scalable services.
- Fine-tuned **Meta LLaMA 2** using **LangChain** to power a natural language interface for querying logs, Elasticsearch indices, SQL Databases, and agent services - including voice assisted job execution.
- Developed AI/ML Center of Excellence (COE) blueprints for **Summarization and Search APIs** & **Airflow DAGs**

Capacity based health check service implementation in Cloud IQ   *Aug. 2023 – Feb 2024*
- Create health packet based on Storage system's capacity utilization using real time telemetry data.

TECHNICAL SKILLS

Languages : Java, Python, C, C++, SQL, Xamarin, Kotlin, Flutter, Golang, Typescript, ReactJS
Databases & Cloud : MySQL, Cassandra, Postgres, Mongo DB, ElasticSearch, Oracle, AWS, Google Cloud Platform
DevOps Tools : Terraform, Jenkins, Jira, Agile, Git, SonarQube, Postman, Cypress, Docker, Kibana, Scrum
Tech Stack : Kubernetes, Kafka, RabbitMQ, Rest APIs, Grafana, Prometheus, Microservices, Automation
MLOps : LangChain, Llama Index, Airflow, Hugging Face, Vertex AI, GraphQL, Snowflake, PyTorch, TensorFlow, Keras, Spark, Hadoop, Scikit-learn, NLP, Test Driven Development