

Ganesh Krishna B

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EXPERIENCE

Software Engineer — Brillio Technologies

Jan 2026 – April 2026

- Designed and implemented **scalable distributed contact-routing systems** using Amazon Connect, handling **200+ agents and ~5K daily requests**, improving system reliability and fault tolerance.
- Developed **event-driven IVR workflows** integrated with Amazon Lex (NLP-based AI), enabling intelligent request handling and improving automated resolution efficiency in a **cloud-based environment**.

Software Engineer — Deloitte

May 2025 – Dec 2025

- Developed and optimized **backend microservices using Node.js** in a **Linux-based environment**, reducing API latency by ~25% and improving system throughput under concurrent workloads.
- Built and maintained **web application components (React + REST APIs)** and implemented CI/CD pipelines, improving deployment automation, system scalability, and reliability.

Software Engineer — Concordia University Makerspace Lab

Jan 2024 – May 2025

- Designed and deployed a **full-stack web application** used across the university, supporting **100+ users and daily transactions**, improving operational efficiency by ~40%.
- Developed **scalable backend services and optimized database systems**, reducing response time by ~30% and ensuring **99% system availability** in a distributed environment.

Splash Distributors LLC

May 2023 - Dec 2023

- Developed and maintained [Splash Distributors LLC's](#) web platform with integrated inventory synchronization, automated product publishing pipelines and data updates.
- Designed and updated the website for special events, including creating visuals and improving overall user experience.

Software Engineer — Tata Consultancy Services (TCS)

Jan 2022 – Jan 2023

- Developed and maintained **backend software systems** for high-volume applications, improving scalability, performance, and reliability of transaction processing systems.
- Implemented **secure software solutions**, including encryption, authentication, and RBAC, strengthening system security and compliance in enterprise environments.

PROJECTS

AI-Powered Customer Intelligence Platform (Machine Learning)

- Built a **churn prediction model** using Scikit-learn, improving prediction accuracy by ~25%.
- Performed feature engineering and data preprocessing to identify high-value users, improving retention insights by ~30%.

Scalable Full-Stack Application (React, Node.js, AWS)

- Developed and deployed a full-stack application using AWS (EC2, S3, CloudFront) with Docker-based containerization.

SKILLS

Languages: Java, Python, JavaScript

Backend: Node.js, REST APIs, Microservices

AI/ML: Scikit-learn, NLP Basics, Generative AI

ACHIEVEMENTS

- Founded and led a **DSA study group (6 members)**, driving daily structured problem-solving practice.
- Organized and participated in **hackathons**, building solutions under tight deadlines during my undergrad.

EDUCATION

Concordia University Wisconsin, MS in Computer & Information Sciences — May 2025

Aurora's Technological & Research Institute, B.Tech in Computer Science — Jun 2022