

Dinesh Balakrishnan

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EDUCATION

Bachelor of Science in Computer Science

Minor in Statistics • Texas A&M University • College Station, TX • May 2025 • 3.93 GPA
• University Honors and Engineering Honors, IAP Scholarship Recipient, Deans Honor Roll

EXPERIENCE

Software Engineer Intern

Garmin

May 2024 - August 2024, Olathe, KS

- Contributed to a REST-API that facilitates voice, SMS, and email messaging from phone to aircraft via satellite.
- Collaborated on extensive Java Spring Boot codebases, conducting in-depth code reviews to ensure quality and functionality.
- Developed API endpoints, comprehensive unit and integration testing strategies, CI/CD pipelines and worked with Kafka queues.

Software Engineer Intern

Telephone and Data Systems

February 2023 - February 2024, Remote

- Maintained a range of large-scale Java and Python apps while communicating with other teams to handle ambiguous problems.
- Drafted comprehensive technical and team documentation, and developed reports presenting production issues to higher-ups.
- Produced automated CI/CD pipelines for Java and Python applications and libraries using Jenkins and Ansible playbook.
- Developed complex SQL scripts for analysis for authentication issues impacting millions of customers and presented solutions.
- Utilized the Kanban method for Agile software development and used JIRA for project management.
- Redeveloped an LDAP pooled authentication proxy to authenticate all POP3/IMAP email clients for email authentication; Learned to implement efficient threading and perform distributed load testing to handle over 4 millions requests per second in production.

Student Coordinator

Texas A&M Division of Information Technology

October 2021 - September 2023, College Station, TX

- Supervised IT call center operations, guided technicians and assessed software outages, liaising with other IT departments and IT mission control to restore vital front-end and back-end university services promptly.
- Built a modern, Web Scraping, Node.Js driven, dashboard and desktop client, providing critical metrics for call center efficiency and agent call queue data to both technicians and senior management.
- Resolved over 6000 tickets and promoted from student technician to student leader, demonstrating impressive performance and skill.

PROJECTS (SHOWCASE: DINESH.TOCOMS.COM)

Total Control Suite of Projects

dinesh.tocom.com/ • April 2021 - Present

- Diverse portfolio of projects showcasing proficiency across various technologies and platforms. Over 30,000+ lines of code written.
- Engineered a budgeting web app using ReactJS and Realtime DB integration, enabling creation, tracking, and import of expenses.
- Utilized Java Swing to develop a budgeting tool allowing real-time import and expense tracking, as well as 401k forecasting.
- Developed a fully custom authentication solution with NextJS interacting with a Python flask backend; capable of OTP generation, mobile responsiveness, and more.

Organization Tracker (Customer Project)

CSCE-431 • github.com/BACKED-Software/mabs • January 2024 - May 2024

- Led 4 developers and coordinated the implementation of feature enhancements in weekly sprints, improving user experiences based on member feedback and deploying regularly through CI/CD pipelines.
- Facilitated stakeholder engagement through regular meetings to capture requirements, discuss project limitations, and incorporate feedback using project management tools.
- Standardized and enforced coding practices, leveraging code review and automated quality checks to maintain integrity.

SKILLS

Java, Python, JavaScript, TypeScript, Ruby on Rails, C++, HTML, CSS, Docker, React.js, Next.js, Flask, Spring Boot, Jenkins, Kafka
