DEVIKA NEKKALAPU

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Education

Master of Science: Business Analytics(Data Science Track), Expected in 12/2025

Wichita State University - Wichita, KS

- 3.92 GPA

Bachelor of Technology: Information Technology, 05/2019

Seshadri Rao Gudlavalleru Engineering College - Gudlavalleru, India

- 8.91 GPA

Professional Experience

Graduate Research Assistant, 05/2025 to Current

National Institute for Aviation Research – Wichita, KS

- Spearheaded development of an AI-powered chatbot for NIAR and Wichita State University using open-source LLMs.
- Built a web-based interface, scalable inference pipeline, retrieval-augmented generation (RAG) modules, and a load-balanced deployment for seamless user interaction.
- Implemented monitoring dashboards and logging for observability, and integrated relational and vector databases to support retrieval-augmented responses.
- Deployed a functional prototype and currently advancing towards high availability, scalability, and production readiness.

FREDS AI Task Force GRA, 01/2025 to Current

Wichita State University – Wichita, KS

- Working as a Research Assistant, focusing on integrating AI tools and technologies into the Finance, Real Estate, and Decision Sciences (FREDS) Department at the Barton School of Business, Wichita State University.
- Researched and worked on the WSDM Cup 2025 'Multilingual Chatbot Arena' project, applying large language models to predict human-preferred responses.
- Fine-tuned multilingual models using QLoRA and low-rank adaptation techniques to enable efficient training on limited hardware.

Senior Software Engineer, 10/2022 to 01/2024

Torry Harris Integration Solutions – Bangalore, India

Worked as a Data Analyst for a leading British Telecommunications client, focusing on sales analysis for mobile networks, broadband services, and TV packages.

- Developed predictive models using machine learning algorithms to forecast customer behavior and improve retention strategies, resulting in a 9% increase in customer retention
- Advanced analytics on customer data using SQL and Python to uncover patterns and trends, informing strategic decisions that contributed to a 6% reduction in churn rate.
- Created dashboards and periodic reports using Tableau offering insights into market trends, operational efficiency, and customer behavior.

Senior Software Engineer, 02/2020 to 10/2022

TekSystems Global Services – Hyderabad, India

- Developed and deployed RESTful APIs using MuleSoft Anypoint Platform, integrating HubSpot, MDM Systems, IBM Kenexa, and PeopleSoft for seamless candidate tracking and event management.
- Enhanced API security and scalability by developing Apigee proxies, strengthening API infrastructure, and ensuring reliable communication channels.
- Received SPOT Award and "Best Project" for exceptional performance and contributions to the Applicant Candidate Tracker project.

Skills

- **LLM & Chatbot Development:** vLLM, OpenWebUI, LangChain, Retrieval-Augmented Generation (RAG)

- **Machine Learning Frameworks:** Scikit-learn, TensorFlow, Keras, PyTorch

- **Data Visualization & Monitoring:** Matplotlib, Seaborn, Tableau, Grafana, NewRelic, Splunk

- **Databases & Vector Stores:** MySQL, MongoDB, PostgreSQL, Qdrant

- **Data Processing & Analysis:** Pandas, NumPy, SPSS

- **Programming Languages:** Python, Java

- **DevOps & Tools:** Traefik, Docker, Git