Anil Lingala

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EDUCATION

University of Texas at Dallas | Richardson, Texas　　　　　　　　　　　**August 2025 - Current**

Master of Science in Computer Science - Intelligent Systems Track

Relevant Coursework: Machine Learning, Natural Language Processing, Data Representations, Database Design

University of Texas at Dallas | Richardson, Texas　　　　　　　　　　　**August 2018 - July 2022**

Bachelor of Science in Computer Science.　　　　　　　　　　　　　　　GPA: 3.5/4.0

Honors: Dean's List (2019)

INDUSTRY EXPERIENCE

HealthEdge Software, Inc – Burlington, MA

Associate Technical Services Engineer　　　　　　　　　　　**August 2022 – August 2025**

- Handled and resolved escalated issues for Tier-1 healthcare clients (Cigna, CVS Health, McKesson, Zelis), using **Java**, **SOAPUI**, **Fiddler**, **EDI Notepad**, and system log analysis, ensuring minimal downtime and client satisfaction.
- Automated troubleshooting and performance monitoring using **Python** scripts and **SQL** queries, streamlining business transaction processing.
- Collaborated with engineering and product teams to manage application releases and resolve critical production incidents, leveraging **Jira** and **Confluence** to track deployments and implement long-term fixes that ensured on-time delivery, system stability
- Acted as primary point of contact for two Tier-1 healthcare insurance customers, running weekly escalation calls with senior leadership, driving timely resolution of high-impact issues.
- Served as **Subject Matter Expert (SME)** for the Machine Readable JSON Files (MRF) application that contains vital PHI information used by insurance clients to display healthcare rates, supporting internal teams and external clients with in-depth technical guidance.

Generational Equity – Richardson, TX

Developer Analyst Intern　　　　　　　　　　　　　　　**May 2022 – August 2022**

- Restructured and enhanced internal web applications by expanding feature sets and optimizing front-end code using **Bootstrap, ASP.NET Web forms, HTML, CSS, and JavaScript**
- Developed and optimized stored procedures, **SQL** queries, and database schemas to improve data retrieval efficiency and support new data models and system integrations.
- Designed and presented process workflows using **Microsoft Visio** and **PowerPoint**, supporting project planning and stakeholder communication.
- Participated in cross-functional meetings; documented action items, meeting minutes, and project notes using **Confluence** and tracked tasks via **Jira**.

Office of Admission and Enrollment – University of Texas at Dallas, Richardson, TX

Student Assistant　　　　　　　　　　　　　　　　**May 2021 – May 2022**

- Provided phone-based support to prospective students and applicants using Amazon Connect, answering inquiries about admissions criteria, deadlines, and academic programs.
- Handled 30+ inquiries per shift via phone and email, ensuring a positive and informative experience for prospective students.
- Responded to a high volume of customer inquiries via Salesforce, delivering clear, timely, and accurate information to prospective students and their families.
- Supported and participated in university-wide admissions events

PROJECTS EXPERIENCE

Database Cleanup Automation Capstone Project – Texas Instruments, Richardson, TX
- Automated cleanup of unused database objects to reduce storage footprint by ~30%, leveraging **SQL** and **PL/SQL** scripts.
- Designed and maintained configuration tables and audit logs for traceability of cleanup operations.
- Built an execution and approval workflow with email notifications, improving developer response time to flagged issues. (**Python**)
- Optimized queries to enhance performance of large-scale databases with millions of records.

Cloud-Based Inventory Management Platform – Python, React, Node.js, MySQL, AWS, Docker
- Built a full-stack web application with a **React** frontend, **Node.js/Express** backend, and **Oracle SQL** database for inventory and order management.
- Deployed on **AWS** using **Docker** containers with **CI/CD pipelines** for automated testing and scalable deployment.
- Implemented real-time dashboards with **Pandas** to analyze stock levels and sales trends.

AWARDS AND CERTIFICATIONS

Dean's List – *University of Texas at Dallas · 2019*
- Recognized for outstanding academic performance (top percentile of students).

Unified Cyber Olympiad (National Level) – *Unified Council · 2018*
- Achieved 4th rank university-wide in cybersecurity-focused Olympiad.

AI Workshop Certification – *Artificial Intelligence Society, UTD · 2022*
- Completed workshop on applied machine learning and AI systems, gaining hands-on exposure to model development and deployment.

TECHNICAL SKILLS

Languages: Python, Java, C++, SQL, PL/SQL, HTML, CSS, JavaScript, Bootstrap, Prolog
Frameworks/Libraries: React, Node.js, Pandas
Tools: Docker, Kubernetes, Git, AWS
Methodologies: Agile, Test-Driven Development, CI/CD