

Keshav Verma

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EDUCATION

University of Massachusetts - Amherst | *Amherst, MA*

B.S. in Computer Engineering with Minor in Mathematics | GPA: 3.93/4.0

Graduating May 2026

Relevant Courses: CS Algorithms, Advanced Algorithms, Data Structures, C Programming, Security Engineering, Computer Architecture, Probability and Statistics, Linear Algebra, ML Hardware, Supervised ML, Learning Algorithms

TECHNICAL SKILLS

Programming Languages/Databases: Java, Python, C, C++, JavaScript, Go, SQL, MongoDB, x86, RISC-V

Software & Tools: React.js, Next.js, RestAssured, Git, Flask, Axios, Jupyter Notebook, Postman, PowerBI, Excel

WORK EXPERIENCE

Dell Technologies | Software Engineering Intern | *Hopkinton, MA*

May 2025 - August 2025

- Developed crawling CLI with Agentic AI capabilities to autonomously interpret ticket context, select relevant diagnostic steps, and execute resolutions, reducing ticket resolution time from 2 hours to under 1 minute.
- Enabled low-latency diagnostics by implementing multithreaded execution of troubleshooting steps across multiple IP addresses, accelerating resolution speed by up to 6× for large tickets.
- Engineered a fallback mechanism for CLI to handle unsupported tickets by dynamically retrieving contextual data from knowledge base, ensuring uninterrupted resolution workflows and reducing escalation rates
- Improved Agentic AI reliability by prompt engineering and agent reconfiguration, resulting in a 35% reduction in overall hallucination rate and significantly increasing the accuracy of ticket resolutions.

BUILD UMass | Software Developer | *Amherst, MA*

September 2024 - May 2025

- Designing and implementing an application leveraging ChromaDB, Python Flask, and React Native, enabling girls in India to access resources, ask questions, and seek help efficiently.
- Built a RAG pipeline to secure chatbot answers to verified safety resources, cutting hallucinations by 40%, and boosting retrieval accuracy across 3 different Indian languages.

UKG | Software Engineering Intern | *Lowell, MA*

May 2024 - August 2024

- Converted Selenium UI tests to Java API tests, leveraging TestNG and RestAssured for efficient and faster test execution, resulting in an average 22% reduction in nightly automation runtime and raised test success rate by 1.3x.
- Developed a fully functional AI tool using internal data to accurately interpret company-specific questions and suggest colleagues with similar past questions, placing top 5 in a coding challenge with 150+ submissions.
- Collaborated within an Agile Scrum team, primarily developing in Java, to address and resolve customer and internal defects, reducing backlog by 20%.

PROJECTS

MapleSense | [Go, Next.js, Python]

September 2025 - Present

- Designing end-to-end IoT monitoring platform using Raspberry Pi sensor nodes and a Go-based ingestion service, enabling real-time collection and processing of sap level, temperature, and battery levels across many distributed devices.
- Built a responsive Next.js web dashboard with role-based access that visualizes live sensor data and historical analytics, improving system observability and allowing Maple Sap farmers to track sensor health and environmental trends in near real time.

Spotify Song Recommendation App | [React, Axios, Python Flask, RoBERTa]

Summer 2023

- Predicts emotion scores from inputted text, maps scores to song characteristics, and uses Python's Spotify API to generate the 3 most relevant song recommendations.

Message Simulator | [C]

Spring 2024

- Built a multi-process messaging system in C using forks and unidirectional pipes, with fixed-size 128-byte framing to prevent partial reads, concatenation, and blocking.