

Srithuthi Chakravarthy

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EDUCATION

George Mason University

B.S. in Computer Science; Minor in Bioinformatics; Dean's List (Spring 2026)

Fairfax, VA

Expected Dec 2026

EXPERIENCE

NextgenID

Fairfax, VA

Client Solutions Engineer

Jun 2026 – Aug 2026

- Initial responder on Google's support queue for 30+ kiosks in five countries: acknowledged tickets within a 15-minute SLA, triaged 10–15 a week by severity, and closed about 90% in-week with engineering.
- Kept Google updated through email, Google Chat, and a dashboard-fed tracker; tracked issues across Buganizer, Azure DevOps, and Freshdesk and presented status at daily internal standups.
- Wrote the team's first process documentation after turnover left none: operating protocols, onboarding guides, and the auto-deployment process, for a new team lead and future hires.
- Proposed a two-person 30-minute rotation to replace a one-person 15-minute SLA watch, adopted by management; contributed to C# automation cutting setup time over 80% across 70+ stations.

QA Engineer

Mar 2025 – Jun 2026

- Traveled solo to deliver kiosks on site at Google India, Ann Arbor MI, and Indianapolis IN, the US trips on 12 hours' notice: coordinated with site contacts and the Fairfax team, installed, validated, and handed off.
- Delivered 17 kiosks in five days at the contract manufacturer with a field engineer after management raised the order from 4 to 17 two days in: hardware validation, software and firmware install, and pre-ship testing.
- Owned end-to-end hardware validation for a 14-kiosk mobile deployment to DHS, and tested every software release before launch across software, gateway, firmware, and hardware layers.
- Wrote bug tickets and issue stories, commented through testing, and closed or escalated each on the results; ran about 40 regression and 10–15 pre-release tests per tenant every release.

Airstitch

San Francisco Bay Area, Remote

Software Engineer Intern

Jan 2026 – Mar 2026

- Talked with users constantly at a two-founder AI workflow startup (since acquired), fielding reports over Slack, turning them into fixes with the founders, and closing issues the same day.
- Contributed to building and testing OAuth 2.0 connection and onboarding flows for third-party integrations with Composio; debugged auth, MCP connections, and API edge cases across frontend state and backend routes.
- Worked on product-facing UI screens and wrote the UI copy users read while connecting their first integration.

George Mason University – Atmospheric, Oceanic & Earth Sciences

Fairfax, VA

Promotion and Outreach Coordinator

Nov 2023 – Present

- Support the department's annual event with pre-event promotion, event photography, and post-event coverage.
- Manage the department's web content in Drupal and its social media accounts.

SKILLS

Ops & Ticketing: Buganizer, Azure DevOps, Freshdesk, Google Sheets, Excel, Notion, Canva, Slack, Claude Code

Languages: Python, Java, C, C#, TypeScript, JavaScript, SQL, HTML/CSS

Development: React, Next.js, Node.js, REST APIs, PostgreSQL, Selenium, pytest, AWS S3, Git

LEADERSHIP EXPERIENCE

Tech for Good Club at George Mason University

Fairfax, VA

President (2 semesters); PR and Marketing Lead (1 semester)

Aug 2024 – Dec 2025

- Founded two recurring programs with outside partners, both continued under the next officers: weekly laptop refurbishment workshops with VA STARS and tech tutoring for seniors with the Shepherd's Center.
- Sourced government surplus laptops and ran the weekly workshops in-house, where 15–20 students refurbished 25–30 machines per session, then routed the finished laptops to Virginia students in need.
- Collaborated with other student clubs on additional events, nearly doubling turnout.

PROJECTS

Rithi — E-Commerce Platform for a Small Business

Next.js, TypeScript, Node.js, PostgreSQL

- Building a commissioned storefront for an India-based crochet business that sells through Instagram and is starting to expand internationally, turning DM-and-quote ordering into a catalog and tracked custom requests.

Signsync

Python, OpenCV, Keras, Arduino

- Placed 3rd at HackOverflow (GMU); built a CNN classifying ASL gestures from image and video frames with OpenCV and Keras, and integrated Arduino sensor input into the Python inference pipeline.