

KESHAV TRIKHA

(224) 715-3760 keshav.trikha@gmail.com <https://www.linkedin.com/in/ktrikha/> Chicago, IL

EDUCATION

University of Illinois at Urbana-Champaign

M.S. in Computer Science; Artificial Intelligence Track

Expected May 2026

GPA: 4.00 / 4.00

Relevant Coursework: Human Centered Machine Learning, Advanced Database Systems, Cloud Computing Applications, Natural Language Processing, Applied Machine Learning, Data Mining, Deep Learning for Computer Vision, Systems for Generative AI

University of Illinois at Urbana-Champaign

B.S. in Computer Science and Economics; Minor in Business

Aug 2021 - Dec 2024

GPA: 3.86 / 4.00

EXPERIENCE

Data Science Intern

Motorola Solutions

May 2025 – Aug 2025

Chicago, Illinois

- Led the development of a proof of concept (POC) for a \$2 million dollar **virtual agent** initiative, delivering the first **functional prototype** built on Genesys PureCloud to assess **feasibility, scalability, and ROI** of AI-driven customer service automation across business units.
- Saved **10,000+** hours annually by deploying an NLP-powered virtual agent that automated customer inquiries and **reduced live-agent call volume by 15%** across multiple business units.
- Built a **Python-based ETL pipeline** orchestrated with **Apache Airflow** to ingest and process thousands of call transcripts; **extracted product mentions, intents, and customer trends**, and visualized insights in Power BI for executive stakeholders.
- Prototyped an **agentic orchestration framework** leveraging **LangChain, FastAPI, and Docker** during an internal hackathon, demonstrating scalable approaches for autonomous workflow automation and future AI integration.

Technology Consulting Intern

RSM US LLP

May 2024 – Aug 2024

Chicago, Illinois

- Built **custom business applications** using **Microsoft Power Apps and Power Automate** to streamline client workflows and **improve operational efficiency** across key business functions.
- Partnered with client stakeholders through **UAT sessions** to **capture requirements**, translate them into **technical documentation**, and iteratively **refine workflows** for enterprise-wide adoption.
- Integrated **Microsoft Copilot AI** capabilities into **Power Platform** apps, enabling **automated decision-making** that delivered actionable insights and enhanced business outcomes.

Data Science Intern

Motorola Solutions

May 2023 – Aug 2023

Chicago, Illinois

- Implemented an interactive Streamlit web application using **pandas and NumPy** to visualize and forecast the impact of tropospheric ducting and weather conditions on sites and radio towers, enabling **predictive maintenance** for customers.
- Developed and deployed a **Gradient Boost Regression model** to identify temporal alarm patterns and predict recurrence likelihood, improving system reliability and reducing false positives in monitoring pipelines.
- Implemented an alarm suppression framework within the ITSM system that leveraged insights from the time-series forecasting model to automatically filter duplicate and low-priority alerts, **reducing redundant alarms by 20%** and **cutting processing time by 10%**.

Software Engineer Intern

COUNTRY Financial

Jan 2023 – Dec 2023

Champaign, Illinois

- Developed **API automation test suites** using the **Robot Framework** and deployed them via **GitLab CI/CD pipelines**, improving testing efficiency and ensuring consistent release validation.
- Led a team of three developers to build an in-house QR code generator using **Java and Spring Boot**, replacing a third-party vendor solution and saving the marketing team **\$5,000 annually**.
- Reduced application downtime by **migrating** a legacy web application to **Azure Web Apps**, implementing load balancing and CI/CD pipelines to enable scalable, high-availability deployments with automated security controls.

Software Engineer Intern

Motorola Solutions

May 2022 – Aug 2022

Schaumburg, Illinois

- Automated **service integration** into a real-time cloud application status panel using **Python scripts**, enabling real-time monitoring of cloud services and streamlining operational processes.
- Demonstrated the efficacy of Apache Airflow by developing a **high-performance ETL** pipeline, showcasing superior capabilities over Oracle Database Integrator in data processing efficiency.

KEY SKILLS

Languages: Python, C, C++, SQL, Java, R

Machine Learning / Data Science: PyTorch, Transformers, spaCy, Scikit-learn, Pandas, NumPy, Power BI, HuggingFace, OpenCV

Databases & Web Development: MySQL, PostgreSQL, MongoDB, Hadoop, Flask, FastAPI, Streamlit, Power Apps

Cloud Tools: AWS, Azure, Apache Spark, Airflow, Kafka, Docker, Kubernetes, ETL Pipelines, REST APIs