

# Rahul Kadam

Eastbourne BN23 7BE.

• [16rahulkadam16@gmail.com](mailto:16rahulkadam16@gmail.com) •

LinkedIn: - <https://www.linkedin.com/in/rahul-kadam-800b811a2>

## Personal statement

A proactive and team-oriented IT Application Support Engineer with 2 years' experience supporting enterprise users across hardware, applications, and infrastructure. Skilled in Windows environments, and root cause analysis. Experienced with PowerShell and Python scripting for automation. Adept at collaborating with front-office users and cross-functional teams in fast-paced environments, including finance and MSP sectors. Currently pursuing an MSc in Advanced Computer Science.

## Skills

- Windows Desktop Support
- PowerShell, Python scripting, Sql
- Automation & Incident Management
- Application Support
- Service Desk Operations
- Root Cause Analysis, Troubleshooting
- User-facing Technical Support
- Cloud: Azure, AWS Fundamentals

## Professional Experience

### Wipro Technologies, India.

Software Engineer. *April 2022 – July 2024*

Responsibilities:

**Business technology operations engineer.**

**Working in Financial sector (Application support engineer)**

- Responsible for updating/loading data on daily, weekly, monthly, quarterly and yearly basis into the central data repository system using the ETL process (Informatica).
- Processed and analysed data from CSV, Excel and databases using Python scripts to generate reports and support business decision-making.
- Provided application support for critical business processes, ensuring smooth functionality of the credit card application system.
- Monitored and handled incident escalations within 10 minutes, ensuring prompt resolution and minimizing business impact.
- Took ownership of tickets, performing proactive follow-ups and ensuring resolution within agreed SLAs.
- Conducted root cause analysis (RCA) and contributed to problem management, helping to prevent recurring issues.
- Maintained clear documentation of data flows, business logic and support processes for knowledge sharing and future reference.

### ASDA, Eastbourne, England.

Online service colleague (Part time) *Nov 2024 - Present*

- Gained experience in **handling critical processes under pressure** and providing excellent service.
- Developed strong **problem-solving, teamwork, and organizational skills**

## Education

**University of Sussex, MSc (Advance computer science)**

*Sept 2024 – Sept 2025, Expected*

**St. Francis Institute of Technology, B-Tech.**

*May 2018 – May 2022*

## Certifications

- Microsoft azure fundamentals (AZ-900)
- Data science virtual experience program (British Airways)
- Software engineer job simulation (JP Morgan Chase & Co.)

## References

Dr. His-Ming-Ho

Assistant Professor in Theoretical Computer Science

University of Sussex

**Email:** [his-ming.ho@sussex.ac.uk](mailto:his-ming.ho@sussex.ac.uk)

Sagar Battula

Software Engineer at Wipro Technologies,

**Email:** [sagar.battula@wipro.com](mailto:sagar.battula@wipro.com)