# AMBRISH PATHAK

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## PROFILE

- 5+ years of experience in application support, consulting, quality assurance, and administration roles for fintech and aviation companies with 500 to 20,000 employees and up to $4.27B in annual revenue.
- Managed 5+ customers as an IT Engineer and Consultant at INFORM GmbH. Proficient in troubleshooting issues, application configuration, feature testing, and software delivery.
- Monitored 4+ alert consoles and 10+ payment consoles at Nexi Group to ensure service uptime, managed incidents, and changes with ServiceNow, and provided first-level troubleshooting across diverse technologies.

## EDUCATION

**Stevens Institute of Technology, Schaefer School of Engineering and Science**                          Hoboken, NJ
Master of Science (MS) in Data Science | **Concentration**: Fundamentals of Data Science| **GPA:** 4.0/4.0                          Dec 2025
**Thakur College of Science & Commerce, Department of Information Technology**                          Mumbai, India
Bachelor of Science (BS) in Information Technology | **GPA:** 9.3/10                          May 2019

## RELEVANT COURSEWORK

Applied Machine Learning | Deep Learning | Optimization for Data Science | Numerical Linear Algebra for Big Data | Pattern Recognition and Classification | Natural Language Processing | Statistical Methods | Operating Systems | Python Programming | Data Structures | Computer Networks | Database Management Systems | Internet of Things | Software Project Management

## TECHNICAL SKILLS

**Programming Languages:** Python (Pandas, NumPy, Matplotlib, Scikit-learn), Java, C++, R, bash, SQL, HTML, PowerShell,
**Frameworks:** Tableau, Power BI, Looker, QlikView**,** Linear Regression, SVM, LSTM, K-Means, Randon Forest, O365, Apache Hive
**Certifications:** Microsoft Azure Fundamentals (AZ-900), Data Structures and Algorithms (NPTEL), Cloud Computing (NPTEL)

## PROFESSIONAL EXPERIENCE

**INFORM GmbH**                          Aachen, Germany
IT Engineer | Consultant                          Apr 2023 – Aug 2024

- Solved 100+ issues via Jira per month, configured applications, provided 24x7 on-call support, and supported Windows Server, Linux, and AWS cloud-based environments. Developed and modified 30+ Perl scripts, wrote 100+ SQL and PowerShell scripts, and configured Power BI and BIS reporting tools, improving reporting efficiency by 25%.
- Maintained 100+ pods/containers, and managed resource utilization, reducing costs by 15%. Participated in weekly customer calls, maintained a 95% customer satisfaction rate, and kept Jira boards up to date, clearing 50+ outdated tickets.
- Collaborated with development teams to enhance system performance, minimizing downtime by 20%. Analyzed system KPIs to further reduce downtime and ensure optimal performance.

**LTIMindtree | Project: Nexi Group Infrastructure Operation**                          Copenhagen, Denmark
Engineer Cloud and Infrastructure Services                          Dec 2019 – Mar 2023

- Proficient in troubleshooting diverse systems, resolving 100+ issues per month across Linux, VMware, Windows Server, Oracle, MS-SQL, MongoDB, Middleware, and Backup systems.
- Managed database backup, recovery, and performance monitoring for Oracle, MS-SQL, and MongoDB ensuring 99% uptime.
- Conducted service management and maintenance for Middleware and Linux, achieving 95% service availability and reducing system downtime by 15%. Handled server provisioning, resource management, reducing server deployment time by 30%.

## ACADEMIC PROJECTS / PERSONAL PROJECTS

**Time Series Forecasting model in Python using the FBProphet module | Colab Link**                          Apr 2024 – May 2024

- Implemented a Time Series Forecasting model to predict New York City's Electricity Consumption using Facebook's Prophet model. Analyzed daily, monthly mean, and yearly mean electric consumption datasets to forecast EC values.

**Stock Foretell using Deep Learning**                          Jul 2018 – Apr 2019

- Developed LSTM-based deep learning model using 20 years of historical data from the National Stock Exchange to forecast Nifty-50 index stock prices, showcasing deep learning's potential in financial forecasting.

## ACHIEVEMENTS AND PUBLICATION

- Led a 15+ member team at LTIMindtree for 2 months, managing operations, implementing improvements, and securing long-pending signoffs, earning recognition from management and the "Pat on the Back" award.
- Secured 2nd Rank in the First Year BSc IT examination during the academic year 2016-17.
- Published and presented research paper "Evolution of online shopping: E-commerce" | The Vibrant India | Publication Link