

Indranil Chakraborty

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Technical Skills

Languages: Java, PL/SQL, HTML, CSS, OOP
Frameworks and Libraries: Spring Boot
Other Skills: Troubleshooting, Analytical Thinking, Customer Service, Time Management, Effective Communication

Work Experience

Technical Support	Deloitte USI, Kolkata	March 2022 – April 2023
<ul style="list-style-type: none">Leveraged my expertise in implementing an innovative automation system which revolutionised the response time. The said implementation resulted in a remarkable 50% reduction in ticket wait time. The resultant ticket wait-time decrease directly contributed to elevated levels of client satisfaction and reinforced the reputation of exceptional service of my company and my team members.Demonstrated a commitment to excellence by providing extensive and tailored training to new support staff. The result was a notable 30% decrease in application-related issues and support requests. This effectively streamlined operations and ensured optimal client performance.Employed SQL debugging techniques and meticulous documentation practices to enhance system uptime by a remarkable 30% and improve issue resolution efficiency by 25%. These proactive measures significantly minimised disruption and downtime thereby maximising productivity and client satisfaction.Fostered a collaborative and proactive work environment, actively engaging with teams and peers to address application issues collectively. This concerted effort yielded outstanding results, reducing support requests by an impressive 30% and further optimising the overall support process. <p>Demonstrated exceptional prioritisation skills by effectively balancing and managing over 50 daily tasks with varying levels of urgency and severity, resulting in a remarkable 90% satisfaction rate and reinforcing a strong client-focused approach</p>		

Projects

Portfolio Java, Mysql, Java Persistence API	2023 - Present
Developed a personal website using the Java-based Spring Boot framework to showcase my skills. <ul style="list-style-type: none">Created an interactive front-end interface using HTML, CSS and JavaScript to provide my audience with a visually appealing and user-friendly experience.Utilised a MySQL database using JPA to store and retrieve images and dynamic personal information, ensuring data integrity and efficient access.Utilised technologies and frameworks such as Spring Security and Thymeleaf to enhance security and improve the overall functionality of the application. -source code in GitHub.	
Final Year project Python, Flask	2020 - 2021
Developed an AI-based real-time housing price prediction model and hosted it online for public usage. <ul style="list-style-type: none">Collaborated with a team of Data Scientists and Software Developers to create a Machine-learning model using Linear regression analysis techniques. We have used sci-kit learn, numpy, seaborn to handle and visualise data and linear regression has been used to predict the model. -source code in GitHub.Designed and developed a web application using the Python-based Flask micro-framework to provide an intuitive UI/UX to users interested in making predictions of a house based on certain user inputs.Implemented data preprocessing techniques to ensure the accuracy and reliability of the user input data which is used by the trained ML model to perform some inferences on.	

Education

St. Xavier's College, Kolkata Bachelor in Computer Science (CGPA - 6.96)	Kolkata, India 2018 - 2021
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