ANKIT JAGTAP

Boston, MA | (857)250-9984 | [Email](#) | [Portfolio](#) | [LinkedIn](#)

SUMMARY

Software Engineer with 4+ years of experience in launching and managing high-impact products; slashed manual efforts by an impressive 70%, resulting in annual savings of $1M for an investment banking client; elected as the Vice President of Technology leading to >50% improvements in success metrics and advocating for 18,000+ users to fuel product advancement.

EDUCATION

Northeastern University   Boston, MA
Master of Science in Information Systems   August 2023
Relevant Coursework: Business Analysis, Planning & Managing Systems, Enterprise Software Design

University of Mumbai   India
Bachelor of Engineering in Electronics and Telecommunication   June 2018
Relevant Coursework: Operating Systems, Structured Programming Approach

EXPERIENCE

Northeastern University   Boston, MA
Research Assistant   September 2023 - Present
- Contributed to the extension of the **Unity-based** Dinobots game, emphasizing AI and **Prompt Engineering**
- Developed a **React**, **Typescript**, and **Tailwind** CSS-based web project for the **ArtLab** website by creating scripts to access
- Retrieved content from social media platforms, leveraging official **APIs** and **scraping** techniques
- Collaborated on the creation of a graphic novel using **generative AI** by tutorials on the AI-driven creative process

Graduate Student Government   Boston, MA
Vice-President of Technology   May 2022 - May 2023
- Managed a team of **7+ members** from Technology committee for **Go-Live** and post-implementation support serving **18,000+ users**
- Administered **M365 products** by setting up Microsoft Bookings page on website and managing Microsoft Teams, Zoom and Slack
- Achieved **>50%** improvement in **KPIs** by tracking and analyzing team performance and making data-driven decisions
- Identified and solved **15+** customer pain points through user research, **UX** design and **product roadmap** development
- Implemented risk management plan to mitigate **20+** potential risks and minimize negative impacts

Charles River Development   Burlington, MA
SaaS Operations Co-op   August 2022 - December 2022
- Engineered **10+** batch **automation** features for the **SaaS Onboarding** team using Python, Django, and Jinja templates
- Automated **Azure Active Directory** authentication for user groups across **3** network domains and integrated **RESTful API**
- Analyzed data and identified **5+** areas for improvement and initiated **3+ process improvements** to streamline operations
- Constructed a scalable PostgreSQL schema using ORM, optimizing **query performance** by **30%**

Hexaware Technologies   India
Associate Software Engineer   July 2018 - July 2021
- Developed web portal for **legacy mainframe** system and migrated UI framework using **HTML5** and **CSS3** concepts
- Formulated reusable Angular components in **Agile methodology** to display dashboards, enhancing efficiency **>80%**
- Automated obsolete **trade settlement process** reducing manual efforts **>70%** and saving **$1M/year**
- Facilitated in multivariate testing, **A/B testing**, and led full-scale product launch and rollouts resulting **60%** less defects
- Collaborated with stakeholders on **scope trade-off** decisions, change management for **product rollouts**, and **UAT**

PROJECTS

Conference Funding Process Automation (ServiceNow, Jira, Google Analytics)   July 2023 - August 2023
- Implemented **E2E** project management strategies, resulting in **25%** reduction in project timeline by maintaining quality standards
- Cut processing time from **3+** months to a maximum of **3 weeks**, optimizing response and resource allocation
- Utilized **ADKAR** model for change management, fostering smooth adoption and ensuring alignment with stakeholder needs

Automated Ticketing System (Microsoft Office, Valero, Trello)   January 2023 - May 2023
- Generated a comprehensive **12-month project plan** for implementing the Automated Ticketing System
- Prepared and analyzed **RACI matrix** to clarify each **80+** project activities
- Processed a **Gantt chart** to visually represent project schedule and tasks over **12 months**