

ARPIT MITTAL

3025 Royal St, Los Angeles, CA, 90007 | 213-414-9540 | arpitm@usc.edu
<https://www.linkedin.com/in/arpit-mittal-a81321103/> | <https://github.com/ArpitMittalUSC>

EDUCATION

University of Southern California, California, USA

Master of Science in Computer Science

August 2021-June 2023

CGPA - 3.7

Guru Gobind Singh Indraprastha University, Delhi, India

Bachelor of Technology in Computer Science Engineering

August 2012-June 2016

CGPA - 3.4

WORK EXPERIENCE

Nagarro, India

Associate Lead, Technology

October 2020-April 2021

- Led a team of 6 members. Responsible for client interaction, requirement analysis, feature enhancement, task distribution, release, and team management in Agile Setup. Received spot award for leading project to completion with team rewarded as "A-Team" for fastest release for the current quarter.
- Reduced the weekly bug count from over 25 to less than 7 with a team for bugs resolution for previous releases.
- Increased the overall efficiency of the product by 4% by optimizing and refactoring existing code while monitoring overall progress of technical team.

Sr. Software Engineer, Technology

April 2019-September 2020

- Worked closely with technical leads and architects to design Robust systems for E-commerce Setup for 9 markets in parallel.
- Designed plugin system to automate synchronization of data between In-Store and Online Orders slashing manual intervention by 70%. Received "Exceeds Expectation" appreciation from Team Management for implementation.
- Reduced Server-response time by 40% by overriding legacy system with new architecture making it easily scalable.
- Enabled over 75 Admin and Business Users and of product, to implement run-time changes in inventory and manual resolution of customer issues. Achieved deployment via integrating a new SSO Login System with Clients OAuth System.
- Generalized the Promotion Setup by implementing a Generic System for creation of Promotions for the Online Journey, while handling various Conditions and Actions specifications, reducing the creation time for new promotions by 60%.

Software Engineer, Technology

June 2016-March 2019

- Developed full-stack system using Java Spring MVC layers consisting of JSP, JQuery on front end and, MYSQL for database.
- Incorporated Change Requests and Incidents Post Prod ensuring stability of website with around new 8,000 orders weekly.
- Facilitated Client to review Customer Journey on website by Integrating Third-Party plugin, Tealium, forking its trigger points all over the website, enabling Client to come up with strategies to attract more customer. Resulted in significant increase in weekly Order Flow in subsequent months.
- Collaborated in Quarterly Release of Project in multiple markets, Team won "A-Team" Reward and Recognition for 2018.

ACADEMIC PROJECTS

Emotion-Cause Pair Extraction in Customer Reviews

September 2021

(<https://arxiv.org/abs/2112.03984>)

- Sentiment Analysis of Customer Reviews to extract Cause Pairs analyzing the dependency between Cause tokens and phrases in reviews and Star ratings using Python, providing an overview for respective positive and negative feedback.

Efficient Way for Tracking Electricity Consumption with Meter Pulse Reader (MPR) Algorithm

March 2016

(<https://www.springerprofessional.de/en/efficient-way-for-tracking-electricity-consumption-with-meter-pu/11960586>)

- Proposed solution for Electricity Bill Management by cutting down manual effort and real-time statistical data with 9.5% more efficiency. Research Work was presented at "International Conference on Smart Trends for Information Technology and Computer Communications", published by Springer (12/2016). Considered by BRPL for real-time implementation.

Spam Detection

March 2015

- Implemented Spam Detection using Machine Learning Algorithms like Naïve Bayes, Support Vector Machines and Decision Trees and compared Ham and Spam Accuracies, resulting in SVM and Naïve Bayes to be better classifiers by 14%.

SKILLS

- **Programming Languages:** Java, Python, C++, Android, Groovy, JavaScript
- **Database System:** MySQL, Flexible Search
- **Frameworks:** Hybris, Spring, Spring Boot, Hibernate, REST, HTML, CSS, Ajax, JQuery, Jenkins, AngularJS
- **Technical Skills:** Web Development, Object-Oriented Programming, RESTful web service, Database Management

LEADERSHIP & INVOLVEMENT

- **Core Team Member** in a Student Organization in USC
- **Technical Lead** for a Ecommerce Project in Nagarro

August 2021-Present

August 2020-April 2021