

# ANKITA KAKALASARIA

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## PROFESSIONAL SUMMARY

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- Information Systems Masters candidate at UMBC, seeking summer internship opportunity.
- Enthusiastic and driven IT professional with two years of experience in providing excellent technical support.

## EDUCATION

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**University of Maryland, Baltimore County** Expected Spring 2017

*Master of Science in Information Systems, GPA: 3.67*

**Fall'15 Courses:** Human Centered Computing, Project Management and Information Systems Environments.

**Spring'16 Courses:** System Analysis and Design, Advanced Database Design and Decision Support Systems.

**Visvesvaraya Technological University, Bangalore, India**

Jun 2013

*Bachelor of Engineering in Information Systems*

**Relevant Courses:** Database Design, Data Mining, Data Structures, Computer Organization and Software Engineering.

## TECHNOLOGY SKILLS

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- **Programming Languages:** C, C++, Java, Python
- **Databases :** MySQL, Oracle
- **Other technologies:** HTML, CSS, XML, MS Office 2013

## PROFESSIONAL EXPERIENCE

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**Hewlett-Packard Global Soft Pvt. Ltd., Bangalore, India**

Aug 2013-Jul 2015

*Technical Solutions Engineer*

- Provided courteous technical support for hardware, software and network issues to HP's customers and onsite engineers.
- Employed process improvements that reduced the lead time for issue resolution by 30%, enabling the team members to expedite customers' issues.
- Applied advanced troubleshooting techniques to provide unique solutions to customers' individual needs.
- Devised initiatives which resulted in cost savings for HP – by reducing turnaround time, computer parts usage and increasing issue resolution in first call.
- Provided insights for senior management by analyzing customer issues and building ad-hoc reports and dashboards.
- Managed an intensive boot camp for newly recruited hires which involved training across different HPs products and services.

### Awards:

- Two time recipient of 'HP Stack Topper' award for resolving the highest percentage of customer issues. Fall '13, Spring '14
- Received 'HP Customer Service Excellence' award for achieving highest customer satisfaction. Fall '14
- Featured in HP's internal magazine for delivering best training experience for fresh college graduates. Spring '14

## CERTIFICATION

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- EMC<sup>2</sup> Certified Cloud Infrastructure and Services Associate (EMCCIS).

## RESEARCH PROJECT AND PAPER PRESENTATION

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- Construction of Compiler for C-Minus Language: Implemented each phase of a compiler efficiently using open hashing technique in C language.
- "Exploring Power Management techniques in Cloud Computing using Green Algorithm". Paper presented at technical symposium ELECTRAMA, East Point College of Engineering and Technology, Bangalore, India April 2009.

## LEADERSHIP AND COMMUNITY EXPERIENCE

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**Student coordinator - Placement Cell**, East Point College of Engineering and Technology

- Liaised with external trainers to organize technical & soft skills training for students and in conducting mock interviews.
- Played a pivotal role in organizing campus interviews on placement day for tier 1 and tier 2 organizations.
- Built and maintained a database to track placement related data of students.

**Secretary, Student committee**, East Point College of Engineering and Technology

- Coordinated end to end fundraising, marketing and event promotion activities.
- **Volunteer, HP Volunteers** - Participated in creating social and environmental awareness activities twice a month.