

Chinmay Dharwad

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EDUCATION

Northeastern University, MA **Sept 2022 – Present**
Master of Science in Information Systems
Coursework: Application Engineering and Development, Data Science Methods and Tools, Algorithms & Data Structures, Web Design/User Experience Engineering, Data Management and Database Design

KLE Technological University, India **Aug 2016 – Aug 2020**
Bachelor of Engineering in Electronics and Communication
Minor Program in Computer Science
Coursework: Data Structures & Algorithms, Web Development, Operating Systems, Computer Networks, Cloud Computing, Database Management Systems, Object Oriented Programming

TECHNICAL SKILLS

Programming Languages: Python, Java, C/C++
Web Technologies: HTML5, CSS, JavaScript, Bootstrap, REST API
Database Systems: SQL, MS SQL Server, MySQL, MongoDB, Progress, JDBC
Tools and Services: Swing, Git, Linux, Salesforce, AWS (S3, EC2, Lambda), Azure, VS Code, Eclipse, Jupyter
Libraries: Pandas, NumPy, Sklearn, Matplotlib, Seaborn, Django, TensorFlow, OpenCV
Foundational Concepts: Machine Learning and Deep Learning

WORK EXPERIENCE

Aptean, India — Customer Success Analyst **Jun 2021 – Jul 2022**

- Managed cloud hosted IRMS software (Warehouse Management System, ERP) for 45 clients in USA.
- Created queries in MS SQL Server and Progress that resulted in 25% increase in weekly cases resolution.
- Completed 8 major upgrade deployments to Test and Production environments cooperating with 5-member team.
- Investigated and analyzed issues by working on product logs, databases, product integrations, REST APIs testing, and cloud/server (Azure cloud & AWS), resolving about 420 technical issues.
- Mentored 3 junior team members in Product architecture, Software management, and Client interaction.

Accenture, India — Associate Software Engineer **Nov 2020 – Jun 2021**

- Accomplished Tech Expressway Program certification from Accenture by completing training in Java, Python, SQL, SDLC management, Web Security, and Data Structures & Algorithms.
- Built CI/CD pipeline to run Java Selenium codes to test software functionality and check performance using Junit.
- Coordinated with Java squad of 4-5 developers to build cloud-based finance application with DevOps mentality.
- Developed Tableau dashboard application that optimized expenses of client by 20%. Created user stories, test cases, and test data collaborating with 4-member team as per business requirements.

ABB, India — Software Development Intern **Jan 2020 – Jun 2020**

- Finalized and implemented GoAhead embedded web server to relay software among 4 different servers in plan, working along with 8-member cross-functioning scrum team.
- Discovered and fixed around 20 to 22 bugs related to relay software built on Java.

ACADEMIC PROJECTS

NGO Management System — Northeastern University **Oct 2022 – Dec 2022**
(Java, Java Swing, MySQL, JDBC, JavaMail API, OOPs)

- Developed Java Swing application constituting cross workflow between 4 enterprises with email and print features.
- Implemented CRUD operations and authentication for login leveraging SQL queries and MySQL database.

Facial Age Classifier — Northeastern University **Nov 2022 – Dec 2022**
(Google Colab, Python, Pandas, OpenCV, TensorFlow, Seaborn, Matplotlib)

- Classified actors based on age as young, middle, and old using CNN model and ResNet50.
- Achieved train and test accuracy of 89% and 87% respectively leveraging 2 dense layers CNN model incorporated with Dropout and Batch normalization layers.

Risk Assessment: Prudential Life Insurance — Northeastern University **Sep 2022 – Oct 2022**
(Jupyter, Python, Pandas, NumPy, Sklearn, Seaborn)

- Classified customers based on risk level to provide insurance by building machine learning models.
- Preprocessed data in 4 steps: data cleaning, data integration, data reduction, and data transformation.
- Improved accuracy by Grid Search Optimization technique. Compared accuracies of XGBoost, Random Forest, and SVM Regression and achieved training accuracy of 87% and test accuracy of 84% for XGBoost.

Restaurant Booking System — KLE Technological University **Aug 2019 – Nov 2019**
(HTML5, CSS, MySQL, Python)

- Designed a 10 pages web application to search for listed restaurants, check ratings, and book table.
- Executed CRUD operations on Hotels and Users and stored user's booking details securely in MySQL database.
- Utilized Python SMTP package to send booking confirmation emails.