Arman Mulani

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SUMMARY

Full Stack Developer with experience in React.js, Node.js, and REST APIs. Skilled in debugging authentication issues, ServiceNow ticketing, and building responsive web interfaces.

SKILLS

Languages: JavaScript (ES6+), Python (basic), C++   **Frontend:** React.js (Hooks, components), HTML5, CSS3, Tailwind CSS   **Backend:** Node.js, Express.js, REST APIs   **Databases:** MongoDB (foundational)   **Tools:** Git, GitHub, Netlify, VS Code, ServiceNow, Azure Portal   **Practices:** Debugging, Code Reviews, API Integrations, Agile/Scrum

EXPERIENCE

Accenture (via Experis IT)   *Pune, India*
Application Tech Support Practitioner   Aug 2025 – Present

- Managed and resolved user authentication issues including Azure MFA registration failures, password resets, and sign-in blocked cases, achieving high accuracy in FCR-owned tickets.
- Worked extensively with ServiceNow for ticket creation, categorization, SLA adherence, and structured resolution documentation.
- Performed initial diagnostics and coordinated with IAM and Engineering teams for recurring or escalated issues, improving turnaround time and clarity of root-cause insights.
- Followed ITSM-aligned processes covering incident updates, change tracking, and communication standards to ensure stable and secure user environments.

Itechnopad.in   *Remote*
Software Developer Intern   May 2025 – Aug 2025

- Built and delivered modules for a React.js + Node.js web application, contributing to routing, state handling, and UI responsiveness.
- Developed REST API endpoints with Express.js and implemented basic CRUD flows aligned with product requirements.
- Improved UI engagement by enhancing component reusability, optimizing rendering, and applying lightweight performance techniques.
- Collaborated with designers on accessible, responsive interfaces and contributed to PR reviews, version control workflows, and Netlify deployments.

PROJECTS

MovieDB: Movie Information Website
Tech Stack: React.js, TMDB API, Netlify

- Integrated TMDB REST API with client-side routing, Context API, and optimized fetch flows for a smooth browsing experience.
- Configured environment variables and build settings for secure production deployment; built reusable UI components and loading skeletons.

FocusOn-Today: Todo Productivity App
Tech Stack: JavaScript, HTML5, CSS3

- Developed a fast, responsive todo PWA with Local Storage persistence and accessible keyboard-based interactions.
- Used optimized DOM update patterns to reduce reflows and improve performance on low-spec devices.

EDUCATION

Savitribai Phule Pune University   *Pune, India*
Bachelor of Engineering in Computer Engineering (CGPA: 7.49)   Aug 2021 – Jun 2024
Trinity Polytechnic Pune   *Pune, India*
Diploma in Computer Science & Engineering (86.34%)   Jun 2018 – Jul 2021