Hansel Soberao

+1 (786) 468-6848 | hansel.sob@gmail.com | hanselsob.github.io | linkedin.com/in/hansel-soberao/

Education

Florida International University   *January 2022 – August 2024*
  Degree: B.S Computer Science

- **Relevant courses:** Net-Centric Computing, Database Management, Machine Learning, Data Structures, Principles of Programming Languages, Fundamentals of Software Testing, Probability and Statistics for CS

Skills

- **Languages:** Python, C, Java, SQL, Linux,
- **Software:** SEEBURGER BIS Platform, Splunk, ServiceNow, PuTTY, WinSCP, FileZilla, Advanced Excel, Tableau
- **Certifications:** Certified File Transfer Professional (CFTP), Google Project Management: Professional Certificate

Work Experience

File Transfer Specialist | *American Express*   *February 2021 – August 2023*
- Configure and maintain file transfer protocols and standards to ensure secure and efficient transmission.
- Ensured compliance of Server and Encryption Key Certificates across file transfers
- Collaborate with cross-functional teams to understand file transfer requirements and implement solutions.
- Monitor file transfer systems and networks for performance, errors, and mitigate security risks.
- Documented and automated workflows, resulting in a significant reduction in SLA response time
- Worked on FTP, SFTP, HTTPS, AS2, and NDM file processes.
- Used Splunk to analyze and troubleshoot logs for internal and external file transfers
- Reviewed and Executed Change Management, overseeing patching processes and delivering real-time support

Customer Service Representative | *Pizza Hut*   *August 2018 – February 2020*
- Serviced and communicated with over 30 customers each day through various channels
- Adapt to workplace needs without managerial input leading to streamlined efficiency
- Maintained a positive, empathetic, and professional attitude toward customers
- Processed orders and requests from customers (in person and over the phone to ensure customer satisfaction)
- Acknowledged and resolved customer complaints

Career Development

Year Up   *February 2020*
- Professional Software Development training program
- **Relevant courses:** Software Quality Assurance, Database Concepts Design

Internship at American Express   *August 2020 – January 2021*
- Utilized ServiceNow to resolve 90+ tickets from cross-functional teams for File Transfer Profiles
- Developed SOP and Customer Service scripts for Level 1 and 2 File transfer Support