Hansel Soberao

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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

Skills

- **Languages:** Python, C, Java, SQL, Linux,
- **Software:** SEEBURGER BIS Platform, Splunk, ServiceNow, PuTTY, WinSCP, FileZilla, Advanced Excel
- **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

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

Projects

Chinook Database Visualizations using Tableau

- Connected Tableau to a PostgreSQL database to analyze and visualize the Chinook test dataset. Created dashboards and visualizations to find insights on music sales, customer behaviors, and market trends.

Cannabis Retail Trends through Excel

- Analyzed and visualized cannabis retail sale trends from January 14, 2023, to June 30, 2024. Developed reports highlighting key sales trends over time, aiding in data-driven decision-making.

County-Level Population by Race Analysis with Python

- Analyzed U.S. race demographics at the county level using Python and K-Means Clustering. Grouped counties with similar demographics to identify patterns and trends in distribution across regions.

Professional Training

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