**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, 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