MEHTAAB ANDOO
Computer Science
Beau Bassin, Mauritius| (+230) 59891257 | mehtaab1603@gmail.com

Profile

· I am a dedicated and flexible computer science student with excellent time management skills. I thrive in both collaborative team settings, contributing ideas and learning from others, as well as independently solving problems creatively. I am ready to embrace the challenges and rewards of gaining practical experience in the corporate field. I express my creativity through content creation using different platforms.

Experience

ADMINISTRATIVE | PRICEWATERHOUSECOOPERS (PWC) MAURITIUS
- **NOVEMBER 2024 – DECEMBER 2025**

· Generative AI Project Contributor: Collect, analyze, and structure technical Root Cause Analysis (RCA) data for integration into a generative AI chatbot. Collaborate with cross-functional teams to refine AI training data, improving chatbot efficiency and relevance.

· Leadership Experience and Task Management: Supervised and guided an intern, gaining hands-on experience in task delegation and effective communication. Developed leadership skills by explaining tasks clearly, and ensuring timely completion of work.

· Assisting in Complex Support: Provided hands-on, complex support, managed and monitored support tickets, ensuring timely follow-ups and resolution of challenges. Collaborated with the technical team to address and troubleshoot technical issues.

· Quality Assurance on New Version Update: Conducted in-depth testing on new version upgrades to ensure functionality and performance. Collaborated with the technical team to assess and verify new features. Created clear and user-friendly guides to help clients navigate the upgraded version.

· GPS Team Member: Organize and coordinate activities to promote a positive work environment. Gather, and develop content of the monthly office newsletter to keep employees updated on company news and general events.

INTERNSHIP | PRICEWATERHOUSECOOPERS (PWC) MAURITIUS
- **MAY 2024 – OCTOBER 2024**

· Assisting with Troubleshooting: Helping to diagnose and resolve technical issues reported by clients. This involve replicating problems, analyzing logs query backend tables.

· Providing Customer Support: Answering user queries, email, or chat. This include guiding users through troubleshooting steps and providing solutions for common problems.

· Documenting Issues and Solutions: Keeping detailed records of reported issues, resolutions, and any steps taken. This documentation is often used for creating knowledge base articles or for future reference, also includes maintenance of user guides, and internal documentation related to technical support processes.

· Testing Applications: Running tests on software applications to identify bugs or performance issues.

· Assisting with Software Deployments: Helping with the rollout of updates or new features, including preparing release notes and ensuring that deployments go smoothly.

· Collaborating with Team Members: Working closely with other team members on various projects, contributing to team efforts, and learning from their experience.

Education

BSC COMPUTER SCIENCE (SYSTEMS ENGINEERING) | MIDDLESEX UNIVERSITY MAURITIUS
- **SEPTEMBER 2022 – APRIL 2026**

· **Relevant completed modules:** Intro to Java programming, Information in organization, Computer Systems Architecture and Operating Systems, Science & Tech Engineering and Mathematics, Project Management and Professional Practices, Software Engineering Management and Development, Data Science and Machine Learning, Web Application and Database, Integrated Subject Based Projects, Researching and Presenting, Artificial Intelligence (AI) in Robotics, User Experience (UX) Design, Advanced Data Science, amongst others.

· **Final Year Project / Dissertation:** Zero-Touch Smart Payroll Management System.
Designed and implemented a zero-touch smart payroll management system that automates payroll processing, generates payslips, manages user access, and supports employee queries through an integrated chatbot.

· Conducted background research and reviewed existing payroll systems and academic literature to identify system design and implementation decisions.

HIGH SCHOOL CERTIFICATE | EBENE S.S.S GIRLS COLLEGE
- **JUNE 2022**

· **Subjects consisted of:** Maths, Chemistry, Biology, General paper and French.

SCHOOL CERTIFICATE | EBENE S.S.S GIRLS COLLEGE
- **SEPTEMBER 2019**

· **Subjects consisted of:** Maths, English, French, Chemistry, Biology, Physics, Additional Mathematics, Computer science.

Leadership Experience

ACADEMIC TEAM LEADER | MIDDLESEX UNIVERSITY
· Led a multidisciplinary team to successfully deliver a complex project, overcoming coordination challenges with a remote team member through effective communication, leadership, and time management.

STUDENT COUNCIL | EBENE S.S.S GIRLS COLLEGE
· Collaborated with students, faculty, and administrative staff to implement positive institutional changes, demonstrating effective leadership by coordinating stakeholders and ensuring all voices were heard and considered.

Skills

TECHNICAL SKILLS:
Java, Python, SQL (Structured Query Language), C, C#, JavaScript, Bash scripting, HTML, Database design & management, UI/UX design (wireframing, prototyping, usability principles), Data analysis & data science, Machine learning concepts, Rule-based automation, Chatbot systems, Basic AI applications in robotics, Research, Technical writing, Academic reporting, Presentations and Debates.

INTERPERSONAL SKILLS:
· Creative, Resilience, Teamwork, Communication, Critical thinking, Problem solving.
· Fluent in English and French both written and spoken.

Interest / Miscellaneous

· Interests: cooking, automobile, content creation.