

Murtaza Sojitrawala

IT Engineer | Gen AI Expert | Developer

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Professional Summary

Adaptable and results-driven IT professional with a specialization in Generative AI, process automation, and IT infrastructure management. Proven ability to significantly enhance operational efficiency, demonstrated by automating workflows to achieve an 80% increase in productivity. Eager to leverage a deep passion for emerging technologies and hands-on technical skills to solve complex problems and drive innovation in a challenging, fast-paced environment.

Work Experience

NSTARIZ EDTECH PVT LTD — Pune, Maharashtra *IT Infrastructure Manager & Content Developer* October 2023 – Present

- Automated video distribution and form-filling processes for the video review team, boosting team efficiency by 80%.
- Manage and oversee the complete IT infrastructure, including Office 365 accounts, application licenses, and hardware/software maintenance, ensuring 99% operational uptime.
- Develop high-quality educational scripts with a focus on accuracy and rapid delivery.
- Implemented key process optimizations that reduced downtime and improved productivity across departments.

SAIFEE COMPUTER SOLUTIONS — Pune, Maharashtra *IT Engineer* August 2022 – September 2023

- Installed and configured CCTV surveillance systems for multiple business clients, consistently completing projects ahead of schedule.
- Resolved complex business IT issues, from network faults to software conflicts, ensuring minimal operational disruption for clients.
- Diagnosed and repaired laptops and desktops with a high degree of accuracy, reducing repeat service calls by 25%.
- Provided direct, hands-on technical support to clients, leading to improved customer satisfaction and retention rates.

Technical Skills

- **Generative AI & ML:** ChatGPT, Gemini, MidJourney, Kling, Claude, DeepSeek, Ideogram, DALL·E, Veo 3, Grok
- **Programming & Development:** Python, C, Web Development (HTML, CSS, JavaScript), SQL
- **Automation:** Workflow Optimization, Process Automation, AI-Powered Task Management
- **IT Infrastructure:** Office 365 Administration, PC Hardware Diagnostics & Repair, Software Installation & Troubleshooting, CCTV Systems
- **Software & Tools:** Microsoft Office Suite, Debugging Tools

Soft Skills

- Leadership & Team Management
- Problem-Solving & Critical Thinking
- Time Management & Prioritization
- Effective Communication
- Efficiency Improvement & Innovation

Education

Bachelor of Business Administration (Computer Applications) – In Progress *Sinhgad College of Commerce, Pune, Maharashtra Expected Graduation: 2026*

Certifications

- **Generative AI** – UpGrad & Microsoft

Awards & Recognition

- **Best Contributor of the Year** – NSTARIZ EDTECH PVT LTD