

RITIK AGRAWAL

SOFTWARE ENGINEER



CAREER SUMMARY

Adept Software Engineer with a proven track record at LTIMINDTREE and as a freelancer, specializing in Java, Spring Boot, and Python. Innovatively automated processes, enhancing efficiency by 20% and significantly reducing latency in web applications. Demonstrates strong problem-solving skills and a commitment to excellence, leveraging both technical and collaborative abilities to deliver impactful solutions.



PROFESSIONAL EXPERIENCE

Software Engineer

LTIMINDTREE, Mumbai, India | January 2023 – Present

- Successfully **proposed** and developed a bot using Java to automate priority-based incident assignments in ServiceNow. This **initiative** prevented SLA breaches, thereby **protecting the company from significant reputational loss and around 0.4 million monetary loss**.
- Developed an automatic ticket resolution process using ABAP for SAP security modules, **increasing team efficiency by 20%**.
- Collaborate with security consultants to gather requirements and develop custom applications for report generation and table creation, **aiding the migration from ECC to SAP S/4HANA**.
- Contributed** to the development of the company's **GEN AI Portal - SAP Composer AI** for profile maintenance prompts, utilizing process mining tools such as ProM and PM4Py to analyse processes and support decision-making.
- Technology Used: Java , Spring Boot, ABAP.



FREELANCE PROJECTS

Price Comparison Google Chrome Extension

Mumbai, India | August 2024 – September 2024



CONTACT

Phone

(91)-8103547861

Email

ritikagrawal047@gmail.com

LinkedIn

linkedin.com/in/ritik-agrawal-13b099294



EDUCATION

Madhav Institute of Technology & Science, Gwalior, Madhya Pradesh, India | May 2023

Bachelor of Technology (GPA: 8.4/10.0)



RELEVANT SKILLS

Java

Spring Boot

Microservices

Python

SQL & NO SQL

Node JS

ABAP

Express

MongoDB

React JS

- Built a Google Chrome extension to compare prices across different e-commerce platforms.
- **Reduced latency by 70%** by using client-side JavaScript injection technique as compared to Python backend code using BeautifulSoup for data scraping.
- Developed a UI to display the final result , dynamically decides which platform results will appear.
- **Technology Used:** - Python, Javascript, HTML, CSS
- **Demo Link:** - gitlab.com/ritikagrawal047/pricecomparisonextension

LANGUAGES

ENGLISH

HINDI

CERTIFICATIONS

Design Patterns, Udemy

Cloud Introduction, Coursera

Online Krishi Mandi

Mumbai, India | May 2024 – July 2024

- Developed the web application backend to facilitate farmers in tracking their crop data seasonally, providing notifications based on current market trends, and predicting crop prices.
- **Implemented Observer, and Strategy design patterns** for managing user roles, sending real-time notifications, and optimizing pricing strategies.
- **Integrated Swagger UI** for clear API documentation.
- **Technology Used:** - Java, Spring Boot, MySQL, GitLab, Docker, Swagger.
- **Demo Link:** - gitlab.com/design-thinker1/online-krishi-mandi/-/tree/master

Ecommerce Platform

Mumbai, India | October 2023 – December 2023

- Developed an e-commerce platform to provide e-commerce services to users ,helps in raising NGO funds.
- Created an interactive UI, used Redux Toolkit for state management, and implemented an admin dashboard to add, update, delete, and retrieve products.
- **Implemented JWT Authentication** to secure the login and registration processes.
- **Technology Used:** - MongoDB(No SQL), Express, Nodejs, ReactJS

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