# 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

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## **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

## Online Krishi Mandi

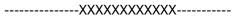
Mumbai, India | May 2024 – July 2024

- 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-krishimandi/-/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



#### **LANGUAGES**

ENGLISH HINDI

## **CERTIFICATIONS**

Design Patterns, Udemy
Cloud Introduction, Coursera