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| RITIK AGRAWAL  SOFTWARE ENGINEER | |
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| |  |  | | --- | --- | |  | | |  | **CAREER OBJECTIVE** | |  | | | 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.   **Coffee with solid fill**  **FREELANCE PROJECTS**  **Price Comparison Google Chrome Extension**  Mumbai, India | August 2024 – September 2024   * 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-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   ---------------XXXXXXXXXXXX------------- | | |  | | |  | | | |  |  | | --- | --- | |  | | |  | **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 | | | **LANGUAGES**  ENGLISH  HINDI  **CERTIFICATIONS**  Design Patterns, Udemy  Cloud Introduction, Coursera | | **RELEVANT SKILLS** | |  | | |