

Shubham Bharadwaj (United Kingdom)

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EDUCATION

Master of Science, Business Analytics

Queens University Belfast, United Kingdom

[Sep 2022 - Sep 2023]

Grade: 1:1 – Distinction

Bachelor of Technology, Computer Science Engineering

SRM Institute of Science and Technology, India

[May 2015 - May 2019]

Grade: 89.57%

EXPERIENCE

Engineer II - Software Engineering Analyst, Verizon India (VDSI)

[Nov 2021 - Sep 2022]

- Successfully migrated Fiber Store application from Angular to React, enhancing performance by 35% and documented in One Confluence.
- Led API migration to GCP/Big Query, improving data analysis capabilities and reducing costs by 40%.
- Collaborated effectively across technical and business teams, ensuring SOE/SRE resources maintained a 90% efficiency score.
- Automated JIRA and Service Now ticket creation for missed feeds, to streamline process automation in a CI/CD environment.
- Designed and implemented a GSAM solution for data masking across UI, databases, logs, and APIs, showcasing skills in Agile/Scrum methodologies and API/UiPath Framework.

Computer Science Educator, Unacademy

[Jun 2021 - Nov 2022]

- Designed Taught Python and MySQL to over 1,000 students, effectively communicating complex technical concepts.
- Created and delivered 150+ hours of computer science courses, achieving over 90,000 minutes of viewer engagement on YouTube.

MTS I - Software Developer, Verizon India (VDSI)

[Jun 2019 - Nov 2021]

- Contributed to the development of a unified workflow across the provisioning gateway, using technologies like XML, XSLT, Fortify, Jenkins, and Git.
- Played a key role in ensuring 90% code coverage in REST microservices, emphasizing strong technical troubleshooting skills.
- Implemented a region/application-based export functionality in workflow wizard, improving overall performance by 80%.
- Developed a business intelligence dashboard in Salesforce for tracking security issues with 90% accuracy.

SKILLS

Key Skills: Technical Design, Application and Architectural Design, BPM (Business Process Management), Operations Process Management, Project Management, Data Management, Visualization, Business Intelligence Reporting, Prescriptive Analytics, Statistical Analysis, Data Manipulation, CI/CD Principles, Agile/Scrum Methodologies, Service Now, JIRA, PI Planning, Certified SAFE Agile Practitioner, Confluence.

Soft Skills: Problem-solving, Analytical Thinking, Leadership and Teamwork, Critical Thinking, Excellent Verbal and Written Communication, Interpersonal Skills, Good Time Management, Attention to Detail, Self-Motivation, Conflict Resolution, Technical Troubleshooting.

Technical Skills: Appian, API Development, UiPath, R, Python, MS-Excel, Tableau, Power BI, KNIME, Google Analytics, MS-Office, JAVA, MySQL, Angular JS, Spring Boot, Selenium, React JS, XML, Git, Jenkins, Sentry, Splunk, SOE, SRE, AWS, OCI, Apache Kafka, ETL, SOAP, REST Services.

OTHER PROJECTS

Marketing Analytics

- Contributed to prepare report to predict differences in customer characteristics across different insurance products and preferred marketing channel using SQL and R.

Human Resources Analytics

- Implemented CRISP-DM methodology to prepare Tableau, Power Bi dashboard and KNIME workflow to predict the employee churn with accuracy over 75%.

Machine Learning: Dissertation

- Predicted the taxi fare prices in New York City with an accuracy of 91% using Machine learning algorithms such as Linear Regression, SVM, Regression Tree, GBM, Neural Network and Random Forest.

ACHIEVEMENTS

- **Spotlight Award** – Recognized for leading 80% of Network System deliverables, showcasing strong project management in technical and business collaborations. [Verizon, 2020]
- **Spotlight Award** – Awarded for enhancing CI/CD pipeline efficiency, reducing production issues by 40%, to ensure continuous service improvement. [Verizon, 2021]
- **Cheers for Peers** – Commended for implementing Sentry in microservices, improving SOE/SRE/Security monitoring, demonstrating technical and operations process expertise. [Verizon, 2021]

CERTIFICATIONS

- Certified SAFe Agile Practitioner
- OCI Foundation Associate

EXTRA-CURRICULAR

- Worked as a QUB Global Student Ambassador to co-ordinate campus events and job fairs.
- Successfully completed Master your Leadership Workshop conducted by QUB.
- Mentored students at schools and conducted multiple workshops to spread web literary as part of Mozilla Chapter India.