SIDDHI DABHOLKAR

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EDUCATION

Master of Science in Computer Science | *University of Illinois Chicago* **Aug 2024 - May 2026**
Bachelor of Engineering in Computer Engineering | *University of Mumbai* **Aug 2018 - May 2022**

TECHNICAL SKILLS

Programming Languages: Python, C, JavaScript, Java
Web Development: HTML, Tailwind CSS, Bootstrap, PHP, WordPress, JSF, J2EE, Spring, React, Node.js, Express
Database Management Systems: MySQL, PHPMyAdmin, MariaDB, MongoDB, Hibernate (ORM)
Tools and Platforms: GitHub, Jira, WalkMe DAP, Eclipse, Maven, Postman, Power BI, Microsoft Excel, ServiceNow

PROFESSIONAL EXPERIENCE

Client Support Specialist (Grad TA) - Technology Solutions | *University of Illinois - Chicago* **May 2025 - Current**
- As a graduate teaching assistant - provided technical support for Blackboard, Canvas, ensuring seamless Learning Tools Interoperability (LTI) integrations, user account management, and cross-platform troubleshooting for 20000 + faculty, staff, and students across UIC
- Collaborated with the LTS team to optimize academic workflows, develop enhanced instructional strategies and improve system reliability across learning environments.

Software Engineer Intern | *Bectran,Inc., IL* **May 2025 - Aug 2025**
- Resolved invoice generation and dynamic email variable errors across 5+ application modules, improving accuracy of 1,000+ monthly customer-facing documents and reducing manual corrections by 30%.
- Migrated core enterprise applications to JDK 17/Tomcat 10 compatibility, by incorporating AI integration with Amazon Q to refactor 200+ source files and dependencies; boosted system performance by 25% and strengthened security compliance.
- Standardized system report exports by converting Excel outputs to CSV via SFTP, eliminating 90% of compatibility issues in downstream processing and accelerating reporting workflows.

Senior Software Engineer | *LTIMindtree, Mumbai* **Sept 2022 - Jul 2024**
- Led a team to develop automation and user guidance scripts using the WalkMe for digital transformation, reducing processing time by 55%.
- Delivered 47+ in-app automation and walkthrough flows with JavaScript, jQuery, and CSS for platforms like Dynamics 365 CRM, JD Edwards, and Salesforce resulting in a 45% decrease in ServiceNow ticket submissions.
- Collaborated with 5 cross-functional teams, demonstrating strong problem-solving skills to define the sprint scope, conduct user acceptance testing, and manage releases within an Agile framework.
- Employed WalkMe Insights to generate analytical reports to monitor employee performance, identify opportunities for increased productivity, troubleshoot workflow issues, and upgrade system reliability.
- Built a scalable features within a .NET Core web application to optimize the distribution and transactions of handcrafted artifacts, establishing a direct marketplace for rural businesses to minimize reliance on third-party vendors by 50%.

Web Developer Intern | *Fouses IT Solutions, Patna* **Jun 2021 - Aug 2021**
- Engineered a full-stack dynamic news portal using PHP and MySQL with role-based modules for admins and users to publish, manage, and curate content. Integrated Google OAuth 2.0 for secure, seamless user authentication.
- Constructed interactive features such as likes, comments, keyword-based search, and category filtering, improving user engagement and content discoverability by 40%.

PROJECTS

caseQuery - Legal RAG Assistant | *Sentence-Transformers, FAISS, BM25, OpenRouter , Python* **Sept 2024 - Nov 2024**
- Built CaseQuery, a retrieval-augmented legal QA system over CUAD contracts and Illinois CAP case law, using FAISS dense embeddings + BM25 baseline to retrieve relevant passages and generate grounded, citable answers via a meta-llama LLM.
- Implemented an end-to-end evaluation pipeline comparing FAISS vs BM25 (Recall@k, MRR) and RAG vs zero-shot (ROUGE-L, BERTScore), and delivered an interactive CLI that outputs - answers, supporting source passages and similarity scores with a model BERTScore of 0.857.

Inn-Sight Web Application | *MongoDB, Express, React.js, Node.js, Next.js, RESTful API, Axios* **Sept 2024 - Nov 2024**
- Built a full-stack accommodation booking platform (MERN) with a responsive React 18 UI, component-based architecture, and React Router navigation, implementing JWT authentication and protected user flows for browsing listings/ managing bookings.
- Designed and implemented 15+ RESTful APIs in Node.js/Express for users, places, and bookings; modeled and validated data with Mongoose, integrated Axios-based client–server data flow, and supported scalable image handling via Multer + AWS S3.

CERTIFICATIONS

- WalkMe Digital Adoption Training Badge
- Microsoft Certified - Azure Fundamentals
- HackerRank SQL Certification
- Technical Support Fundamentals by Google
- IT Security: Defense against the Digital Dark Arts by Google