

Aadil Raza

Guntur, Andhra Pradesh, India

+91-7013541975 aadilrazashaik@gmail.com aadilraza077

EDUCATION

Vignan's Lara Institute of Technology and Science

2019 - 2023

Bachelor of Technology - Computer Science Engineering

CGPA - 7.19

Vignan's Cooperative Junior College

2017 - 2019

Class XII - MPC, BIEAP

CGPA - 9.83

Experience

Snovasys Software Solutions Ltd

June 2023 - Present

Software Trainee Engineer

Ongole, India

- Worked as a Software Trainee Engineer in Product Support Team.
- Provided exceptional technical support to customers using the **Time Champ** employee productivity software.
- Resolved a wide range of **technical issues** and inquiries promptly and effectively, ensuring high customer satisfaction.
- Acted as a crucial liaison between customers and the **product development team**, effectively communicating customer feedback and **bug reports**.
- Proficiently diagnosed and documented **product issues**, ensuring detailed and actionable bug reports for the development team.
- Managed and prioritized customer support tickets to meet established service-level agreements (SLAs).
- Collaborated with cross-functional teams to identify, prioritize, and implement **product enhancements** based on customer needs and feedback.
- Conducted **product training sessions** for customers to maximize their understanding and utilization of Time Champ.
- Assisted in the creation of support documentation, including knowledge base articles and FAQs, to facilitate self-service support options for customers.
- Played a vital role in enhancing the overall **customer experience** and ensuring the successful adoption of Time Champ within client organizations.

PROJECTS

Used Vehicle Price Prediction / Machine Learning

- Developed and implemented machine learning models to predict used vehicle prices based on extensive historical data, considering factors such as make, model, mileage, age, and additional features.
- Utilized **regression algorithms** to analyze and identify pricing patterns, allowing for data-driven and accurate vehicle valuations.
- Conducted thorough feature engineering to extract valuable insights from **raw vehicle data**, including categorical variables like brand reputation and geographical location.
- Employed **cross-validation techniques** to assess model performance and ensure robustness, optimizing predictive accuracy while minimizing overfitting.

Decentralized Memory Leasing System

- This is an innovative and groundbreaking project that aims to revolutionize memory management in the computing world. Built on blockchain technology and smart contracts, this system provides a **decentralized marketplace** where users can lease **their unused computer memory** resources to others in need.

Technical Skills

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|-----------------|--------------------------------|--------------|
| • Python | • Data Structures & Algorithms | • HTML, CSS |
| • OOPS Concepts | | • JavaScript |

Certifications

- Pandas&Numpy

- Online Privacy (NPTEL)
- Python for DataScience (NPTEL)
- Web Development (Internshala)

Coding Profile Links

- [HackerRank](#)