


Sejal Aggarwal

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PROFESSIONAL EXPERIENCE


Application Support Engineer

Cvent India 

Jul 2022 – present | Gurugram, India

- **Recognition for Excellence:** I've been honored with two Rockstar Awards for consistently delivering outstanding performance.
- **Exceptional Client Service:** Maintained a 5+ rating on client tickets by swiftly resolving issues and providing effective workarounds, ensuring client satisfaction.
- **Project Contributions:** Actively contributed to projects and played a key role in bug fixing for the application, improving its overall stability and performance.
- **Monitoring Expertise:** Utilized monitoring tools like Datadog, New Relic, Prometheus, Nagios, and Splunk to effectively monitor production, troubleshoot over 350+ bugs and recommend code fixes for enhanced reliability.
- **Performance Tracking:** Implemented DD synthesis to track website performance, pinpoint the source of alerts, and streamline error diagnosis. I've got hands-on experience in dealing with major incidents and client escalations.
- **Customer-Centric Support:** Demonstrated expertise by resolving over 1k client tickets, offering technical solutions, and furnishing customer-specific data and reports using SQL, Postgres, Kibana, Elastic Search, and Couchbase data storages. Also, adept at Code Level Troubleshooting to identify potential issues in application operation.
- **Team Building:** Actively participated in team-building activities, fostering a collaborative and productive work environment.

Application Support Engineer (Intern)


Cvent India 

Jan 2022 – Jun 2022 | Gurugram, India

- **Tool Proficiency:** Proficiently worked with a range of monitoring and data management tools, including Datadog, Elastic Search, NewRelic, Splunk, and Couchbase.
- **Advanced SQL Mastery:** Possess advanced expertise in SQL, enabling me to tackle complex data tasks with efficiency.

EDUCATION

Bachelors of Technology in Computer Science

Noida Institute of Engineering and Technology 

2018 – 2022 | Noida, India

PROJECTS

Camera Web App

- **Enhanced User Experience:** Zoom In/Out, and Filters.
- **Empowering Users:** Downloading and Deleting photos.
- **Cutting-Edge Technology:** JS, HTML, CSS, and IndexedDB.

E-Notes (MERN)

- **Dynamic Note-Taking Platform:** A versatile platform for efficient organization of thoughts and information.
- **Efficient API Integration:** API development with Thunder client for data interactions and user experience.
- **Enhanced Note Management:** Enabled users with versatile note tools for efficient information management.
- **Top-Notch Security:** Implemented JWT for authorization.

Microsoft Excel Clone

- **Excel Functionality:** Excel clone with industry usability.
- **Formula Prowess:** Graph algorithm for cycle detection.
- **Features:** Cut/Copy/Paste, Alignment, Cell/Text Color.
- **Tech Excellence:** JavaScript, HTML, and CSS.

Jira Ticket

- **Dynamic Jira Ticket Creation:** JS app for creating Jira tickets with four priority levels, and optimizing tasks.
- **Flexible Ticket Management:** Elevated UX via ticket modification and adaptable priority adjustments.

SKILLS

Programming Languages & Databases

Java, JavaScript, Typescript, DotNet, C, MySQL, MongoDB

Web Technologies & Frameworks

HTML, CSS, React.js, Node.js, Tailwind CSS, Material UI

Source Control & Data Tools

Git, Datadog, NewRelic, Kibana, Splunk, ELK Stack, Nagios, Elastic Search, Prometheus

AWARDS & CERTIFICATES

2x Rockstar Award

Cvent India

530+ Data Structure & Algorithm Questions

Leetcode

Cybersecurity Essentials

Cisco

Cambridge English Entry Level Certificate in ESOL International

Cambridge Assessment English