Sejal Aggarwal

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🪪 PROFILE

Driven by a passion for data analysis and process automation, I bring hands-on expertise in **Python**, **HTML**, **CSS**, **JavaScript**, **SQL**, **React**, **AWS**, and **Elasticsearch**. In my product support role, I leverage these skills to troubleshoot, analyze, and deliver exceptional client support. A continuous learner with a growth mindset, I apply the same energy and discipline to both my professional and personal pursuits, always striving for improvement and excellence.

🎓 EDUCATION

B.Tech - 85%, 08/2018 – 06/2022
Noida Institute of Engineering and Technology, Noida

💼 PROFESSIONAL EXPERIENCE

Application Support Engineer 2, *Cvent* 02/2024 – present | Gurgaon

- Efficiently handled client support tickets via JIRA, resolving issues quickly while maintaining high customer satisfaction levels.
- Designed and implemented Datadog synthetics to monitor application performance, reducing manual checks and improving error detection accuracy.
- Utilized Splunk to monitor and analyze service logs, identifying and diagnosing errors, resulting in a 35% reduction in system errors.
- Managed AWS infrastructure (EC2, RDS, S3), ensuring scalability, reliability, and optimal performance of applications.
- Developed Python scripts to automate routine tasks, improving efficiency and reducing manual effort by 40%.
- Designed custom reports for clients using MySQL, MongoDB, and Couchbase to aggregate and analyze data, enhancing decision-making capabilities.
- Contributed to the creation of the **Appsupport Toolbox 2.0**, a dynamic application that streamlines ticket management and event monitoring. Leveraged React, Redux, and JavaScript to build a user-friendly interface and a comprehensive analytics dashboard.
- Supported application upgrades and migrations with minimal disruption, utilizing Datadog, Splunk, and AWS to ensure smooth transitions.
- Initiate incidents for service outages and actively contribute to minimizing downtime by coordinating swift resolution efforts.

Application Support Engineer, *Cvent* 01/2022 – 01/2024 | Gurgaon

- Manage and resolve client support tickets using **JIRA**, ensuring timely issue resolution and excellent client communication.
- Assist in monitoring application performance with tools like **Datadog** or **AWS CloudWatch**, detecting issues, and supporting troubleshooting.
- Resolve basic application issues, follow troubleshooting steps, and escalate complex problems to senior engineers.

- Ensure clear communication with clients, providing updates and confirming their issues are fully resolved.
- Document common troubleshooting steps and contribute to knowledge base development.
- Continuously improve technical skills in tools like **AWS**, **Python**, and **SQL**.

SKILLS

Programming Language: JavaScript (ES6), Python

Monitoring and Logging: Datadog, Splunk, ElasticSearch, Kibana

Database Management: MySQL, MongoDB, Couchbase, SQL Server

Cloud Platforms: AWS (Amazon Web Service)

Incident Management and Support: JIRA, PagerDuty, ServiceNow

Tools: Datagrip, Git, Jira, Postman, Superblocks, Sigma, Jenkins

Libraries/Frameworks: ReactJS, Redux, Jest, Enzzyme, React Native

AWARDS

4 Rockstar Award, *Cvent* ⧉

Pat on the Back, *Cvent*

Quaterly Award, *Cvent*

530+ Data Structure & Algorithm Questions, *Leetcode* ⧉

LANGUAGES

- Hindi, English