

AMAR NARAYAN PASUPERTI

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EDUCATION

University of Illinois Chicago (UIC), Illinois

Aug 2019 - May 2021

Master of Science in Management Information Systems

BNM Institute of Technology, Bangalore, India

June 2012 – June 2016

Bachelor of Engineering in Computer Science Engineering

TECHNICAL SKILLS

Programming/Scripting: JavaScript, Bootstrap, Java, HTML, CSS, SQL

Devops Tools: Jenkins, GitHub, JIRA

Database Tools/Concepts: MS-Access, MySQL, No-SQL- Couchbase

Testing Tools: HP ALM, Postman

Analytical Tools: Microsoft Excel, R, Sumologic, Dynatrace

EXPERIENCE

Application Development Analyst, Accenture Solutions, Bangalore, India

Dec 2016 – July 2019

Project: Hospitality Client // Java, JavaScript, Spring Boot, AppDynamics, Dynatrace, Sumologic, Postman, Agile.

- Developed microservice with Restful API using Spring Boot to integrate web servers and facilitated ETL data loading.
- Developed Rest API using Play Akka Reactive framework and worked on bugs, enhancements for 20 microservices.
- Created Web UI components for enhancements using Bootstrap and Javascript.
- Created real-time health alerts and dashboards for the client application and automated revenue reports generation saving **100hrs/month** of manual work.
- Lead a team of 4 for code quality management, SSL certificate migration and received client appreciation award for delivering deliverables in a critical hot fix.
- Created **25** real-time monitoring alerts for JVM health and revenue trend, **10 dashboards** for overall **30 application** stats saving SLA of production issues **by 15 min**.

Project: Pharmaceutical Client // Documentum tools, JAVA, ServiceNow, SharePoint, Crystal Reports, Bootstrap, CSS, HTML.

- Designed and developed J2EE application to facilitate large documents storage and integrated with Documentum tools.
- Created functional scripts and tested Documentum application workflows using HP ALM.
- Sound knowledge of cloud service Management tool ServiceNow and involved in IT Service Management operations.
- Worked as System Administrator for Trackwise and performed key database administration. Interacted with project Architects and business users to plan, develop, test and manage Trackwise applications.
- Created workflows and managed applications on Sharepoint and bridged the gap between stakeholders.
- Created **30 templates** of Trackwise reports for various business requirements saving **40 hours/week** of analytical work.

Intern – IT Engineer

Skyway Cable Media, Bangalore, India

Nov 2012 – Apr 2013

- Identified key issues in manual enterprise backup and storage of 5000 customer's data. Optimized systems with cloud storage and new IT technologies.
- Created automated scripts for daily backup of customer database saving **120 hours** of manual effort per month.
- Supported Helpdesk tickets on monitoring systems, troubleshooting issues, upgrading systems with patches and hardware installation, PC/Laptop issues, Printer mapping and shared folder access.
- Provided on-call production support and with a high level of customer service.
- Developed CRM windows application for effective customer data management and improved efficiency of company by 30%.
- Served as a liaison between the IT department and other departments.

PROJECTS

- **AI Chatbot (Android, AWS POLLY, AWS EC2, AWS LEX):** AI-based android chatbot app with translator, chatbot and messenger capabilities. Facilitated users to query chatbot with basic queries, use it as messenger and language translator. This project was awarded as the best Client Innovation at Accenture, India.
- **Festival Event Registration Web application (JAVA, Spring, HTML, CSS, JavaScript):** Facilitated user authentication, event registration and deletion, event ticket purchase.
- **CRM Application (C#, MS Access):** Examined daily activities of Local Cable TV operator and devised an CRM application which facilitated easy and effective customer data and asset management.

ACHIEVEMENTS AND EXTRA-CURRICULARS

- Agile Certified Professional, Accenture, Bangalore, India 2018
- Volunteer at the Informs University of Illinois at Chicago.