

# Apurv Singh

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## EDUCATION

**University of Maryland, Robert H. Smith School of Business**  
**Master of Science (M.S.) Information Systems**  
• GRE 310

**College Park, MD, USA**  
December 2022

**Manipal University Jaipur, Department of Engineering**  
**Bachelor of Technology (B.Tech.) Computer Science Engineering, GPA – 3.0**

**Jaipur, RJ, India**  
May 2017

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## TECHNICAL SKILLS

- **Tools:** Jupyter notebook, R, Tableau, MySQL, Git, Github, MS Office Suite
- **Programming languages:** R programming, Python, C# (ASP.net), Javascript (Angular, React, Node.js, LitElements, JQuery), HTML, CSS

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## PROJECT EXPERIENCE

### Universal payment portal for Dell b2b and b2c

- Part of a team to code a universal payment portal based on micro-services, micro-frontend architecture adhering to agile methodology
- Reduced Page Load Time by 40%
- Reduced payment nag/failure by 28%

### Dell Global Portal Cart and Checkout

- Developed, as part of a team, latest version of Dell's highest revenue generating Global Portal (bill anywhere, ship anywhere) cart and checkout flow
- Drove up Global Portal revenue by 18%
- Increased frictionless checkout metric (order not getting nagged) to almost 100%
- Increased CSAT metric (Customer Satisfaction for online checkout process) from 92% to 99.8%

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## WORK EXPERIENCE

**Dell International Services India Pvt. Ltd.**  
**Software Engineer 2**

**Bangalore, India**  
October 2018 – June 2021

- Constructed a Dell universal online payment portal, as part of a team, reducing page load time by 40% and payment failure by 28%
- Coded a product subscription system as part of a team, drove up sales of qualifying items by 11%
- Led as second-in-command of site reliability team and helped fix obscure bugs on Dell b2b portal driving CSAT metric up from 73% to 88%
- Led transformation of Testing Engineers (SDETs) to Full Stack developers in turn training and helping seven resources

**Dell International Services India Pvt. Ltd.**  
**Software Engineer 1**

**Bangalore, India**  
July 2017 – September 2018

- Created latest version of Global Portal Cart-Checkout flow as part of a team resulting in driving up revenues of program by 18%

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## LEADERSHIP AND VOLUNTEER EXPERIENCE

**Gramiksha**

January 2016– December 2016

- Led a team of 12 undergraduate students to help raise funds for underprivileged children in Bagru village, Rajasthan, India.

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## DISTINCTIONS

- Languages: English (fluent), Hindi (fluent)
- Interests: Soccer (Liverpool FC), yoga, weight training, flute, track Sprinting, nutrition