

Aditya Panchal

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Experience

- Analyst I - Service Management at Accelya COE Sept 2021- Present
 - Triaged more than 440+ issues, bugs, tickets by searching logs, data using tools like **OpenSearch**, **Postman** & documenting relevant information while coordinating with relevant teams & airline customers using **Jira** system.
 - Engaged in multiple P1, P2 issues by quickly identifying problem area & collecting as much data as possible.
 - Replicated various issues in different environments using Postman, **SPRK**.
 - Identified & informed multiple issues in PreProd environment before they progress into Production by means of correct validation process for different airlines.
 - Coordinated with Sysadmin Team to validate & ensure correct deployments during production releases.
 - Created & maintained a common repository of all resources required to triage for L2 team.
 - Contributed to a general notes documentation for L2 team to refer.
 - Created a **Datadog dashboard** to reduce manual efforts of L2 team to track production infrastructure metrics.

Skills

- Languages: C, C++
- Web Technologies: HTML, CSS, JavaScript
- Operating Systems: Windows, Ubuntu, Fedora
- Database: MySQL
- Libraries: Win32 API, OpenGL
- IDE: Visual Studio
- Version Control Tools: Git
- Cloud: Amazon Web Services
- Others: Adobe Photoshop, Digital Marketing, Tailwind Framework
- Familiar with: CUDA, OpenCL

Projects

- [Portfolio Website](#): A cloud native serverless website build using HTML, CSS, JavaScript which receives & stores emails at zero cost using AWS S3, API Gateway, Lambda & SNS.
- [Amplify App](#): The app version of website which uses a pipeline built using AWS Amplify & git flow.

Certifications

- [AWS Certified Cloud Practitioner](#)
- [AWS Certified Solutions Architect – Associate](#)
- [Microsoft Azure Fundamentals](#)
- [JTP Global Assessment Of Information Technology](#)

Education

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| • Bachelor of Computer Engineering, Pune University | 2021 |
| • H.S.C, Saraswati Bhuvan Science College, Aurangabad | 2016 |
| • S.S.C, Bhagyalaxmi Sarla Memorial School, Aurangabad | 2014 |

Experience (Volunteering & Extracurricular)

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| • As Community Service Director of a Rotaract Club led & completed 13 community service projects with 50+ members. | 2018-19 |
| • As President of a Rotaract Club led & completed 72 activities & projects across various avenues with 50+ members. | 2019-20 |
| • Mentored 16 clubs as Zonal Representative in Rotaract Organization. | 2020-21 |

Activities & Achievements

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| • Awarded as the Best Instructor at a Sports Club, Aurangabad | 2013-14 |
| • District Level Badminton Player | 2014-15 |
| • Led & managed a 2-day event with 555+ participants, Pune | 2018-19 |
| • Led & managed a 2-day event with 100+ participants, Pune | 2019-20 |