BHANU DOBRIYAL

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SUMMARY

Resourceful professional offering about 3 years of experience providing software and web development solutions to clients utilizing an array of technology and software programs. A recent computer science engineering graduate, adept at formulating processes and leading teams in achieving excellence in client satisfaction, productivity, and profitability.

PROFESSIONAL EXPERIENCE

Developer | **Tata Consultancy Services - Travelport (Client)**   *November 2017 - January 2019*

- Supported application enhancement of 3 **dot.net** framework based, **C#** coded applications. Only point of contact for these applications handling support, enhancements, and fixes
- Resolved an age-old bug within 1 month of taking over lead of the fix, by analyzing end to end flow of the application and working regularly with Test team to test and deploy update over production servers
- Developed User Interface using **Javascript**, **HTML**, **CSS** and **Java** for backend, for Hotel Availability Test Automation Tool, providing interactive user interface for client to test hotel availability, increasing service time by **30%**
- Trained and worked in an **agile development** methodology, participating in sprint planning, daily scrums and presenting sprint reviews to stakeholders

Technical Support Analyst | Tata Consultancy Services - British Telecom (Client)   *February 2016 - October 2017*

- Led a team size of **6** other associates in order to get real time resolution of Tickets from BT Agent locations
- Created and Applied various workarounds, like tweaking of fulfilled, but stuck order **XMLs** thus resolving client service requests by upto **70%**. Got various appreciation mails, e-cards from higher management for process improvement
- Worked on identifying and tagging PRs (Preventive Recurrences) numbers, so requisite fixes can be initiated in future releases, thus doing bulk resolutions and decreasing backlog by at-least **50%**
- Presented a presentation to Client partners, SMEs at Gurugram client location and organized Knowledge transfer (KT) sessions between multiple teams across multiple vendors over weekly calls

PROJECTS

MERN E-commerce website
- Build an eCommerce platform from ground up with **React**, **NodeJS**, **Express** & **MongoDb** complete with user authentication, shopping cart, visible order history and editable product details
- Implemented the PayPal Sandbox API for live transactions and deployed web app over cloud using **Heroku**

Live Video Streaming and Chat Web Application
- Created a **Full Stack** web application with real-time Video and Chat features among multiple users, through **HTML, CSS, JavaScript and Socket.IO** library
- Deployed it over **Google Cloud Platform** using **Docker** and enabled auto-scaling features through **Kubernetes**

Design Patterns in Java
- **Multi-Threaded** Merge sort using **Singleton** Design Pattern
- Searched a technical sentence with help of word from input files through **Visitor Pattern**

Sentiment Analysis over Tweets based of Hashtag classification
- Research project build utilizing **Python**, **MongoDb** database to retrieve tweets based on different Hashtags over 3 months
- Analyzed associated sentiments implementing **Natural Language Processing (NLP)** python libraries and plot graphs to show any changes or relationships among tags

Uniform Resource Locator (URL) shortener
- Developed single page application on **JavaScript**, **ReactJS**, **NodeJS**, **Express, Axios, Mustache** and **MongoDB** database

EDUCATION

Master in Science, Computer Science   *January 2019 - December 2020*
Binghamton University, SUNY | Watson School of Engineering & Applied Science   **GPA: 3.56**

Relevant Coursework:
Data Structures and Algorithms, Design Patterns, Programming for the Web, Cloud Computing, Programming Languages, Computer Organization and Architecture, Operating Systems, Data Science in Social Media, Software Engineering Project management

Bachelor of Technology, Computer Science and Engineering   *August 2011 - May 2015*
Shri Mata Vaishno Devi University, Katra, India

SKILLS

Programming Languages: Core Java, J2EE, Python, C, C++, C# (.NET)
Web Technologies: HTML, CSS, Bootstrap, JavaScript, React, jQuery, NodeJS, ExpressJS, jQuery, Spring MVC, MongoDB, MySQL, Microsoft SQL Server, RESTful webservices, SOAP, Apache HTTP Server, Tomcat, SoapUI, DBViewer
Cloud Technologies: Google Cloud Platform, Docker, Kubernetes, Heroku, AWS
Integrated development environment: Eclipse, Microsoft Visual Studio, NetBeans, IntelliJ IDEA, WebStorm
Other Tools and Softwares: Jupyter Notebook, Jira, ServiceNow, Git, Apache Subversion, JSON, XML, SharePoint
Certifications: Certified SAFe 4 Practitioner