

# Inderjot Singh

Software Engineer (C# | React | MySQL | DevOps)

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## SUMMARY

Software Engineer with experience building and supporting production applications using C# Web APIs, React.js, and MySQL. Hands-on with CI/CD (Jenkins, GitHub Actions/Workflows, Octopus Deploy), automated workflows, and testing (Selenium, Xunit, Nunit). Background across healthcare IT and ITSM change enablement; focused on reliable releases, security, and measurable process improvements.

## CORE SKILLS

**Programming:** C#, C++, Java, Python, JavaScript, TypeScript, SQL

**Backend:** C# Web APIs, RESTful Services, Microservices, Swagger

**Frontend:** React.js, Responsive UI Development

**Databases:** MySQL, SQL Server (Stored Procedures, Views, Query Optimization)

**DevOps:** CI/CD (Jenkins, GitHub Actions/Workflows, Octopus Deploy), Git, Agile

**Testing:** Selenium, Xunit, Nunit, Postman, API Testing

**Tools:** ServiceNow, Azure Service Bus

## PROFESSIONAL EXPERIENCE

### Senior Associate – Change Management (ITSM / DevOps Alignment) | British Telecom, Gurugram

Apr 2025 – Present

- Led ITSM change enablement to support deployments across cloud, network, and security domains.
- Automated ServiceNow workflows for change requests, improving approval throughput and reducing delays in CI/CD rollouts.
- Coordinated with DevOps, SOC, NOC, and GCS teams to manage production releases with minimal downtime and controlled risk.
- Improved ITSM reporting dashboards using SQL and ServiceNow queries to track SLA compliance and release performance.
- Assessed AI-driven change impact and aligned change workflows to evolving delivery practices.

### Associate Software Engineer | R1 RCM, Noida

Aug 2022 – Feb 2025

- Designed and implemented scalable REST APIs using C# Web APIs and MySQL with focus on security and performance.
- Automated backend processes, reducing manual intervention by ~40%.
- Migrated and enhanced an internal QA Suite (2.0) using React.js and REST APIs to improve usability and workflow efficiency.
- Supported CI/CD deployments using Jenkins, GitHub Actions, and Octopus Deploy; improved release reliability and repeatability.
- Maintained PHI security compliance standards in US healthcare revenue cycle applications.
- Applied SOLID principles and implemented unit tests (Xunit, Nunit) to improve code quality and maintainability.

### Cybersecurity Delivery Associate | Accenture, Bengaluru

Feb 2022 – Jun 2022

- Researched and applied cybersecurity controls and compliance frameworks (including HIPAA-aligned requirements).
- Supported enterprise security initiatives and documentation to ensure adherence to best practices.

## EDUCATION

B.Tech, Computer Science Engineering — CGC Chandigarh Engineering College, Mohali (2019 – 2022) | 77.7%

Diploma, Computer Engineering — Mehr Chand Polytechnic College, Jalandhar (2016 – 2019) | 78%

## CERTIFICATIONS

Google AI Essentials (Coursera) | Introduction to Generative AI Learning Path Specialization (Coursera) | HackerRank Java SE Certified | Google Digital Garage – Digital Marketing

## AWARDS & ACHIEVEMENTS

2nd Place (Coding) — IIT Ropar aDAVitya 2k19 | 2nd Place (Bug Fixing) — IIT Ropar aDAVitya 2k19 | 3rd Place (Coding) — GNA University, Phagwara | State-level Merit (Diploma) | Class Representative (3 semesters)