Divyanshi Gupta

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Professional Summary

Technically adept Computer Science undergraduate with experience in **delivering and supporting scalable SaaS solutions** in enterprise settings. Proficient in **Java, JavaScript, AWS**, and **DevOps tools** like Docker, Jenkins, and Ansible. Skilled in **SQL troubleshooting**, performance optimization, and **cloud-native architectures**. Experienced in **Agile workflows**, technical documentation, and **cross-functional collaboration**. At Increff, contributed to **seamless product delivery** and provided ongoing **technical support** for client implementations.

Skills & Interests

- **Language:** Java, Python, JavaScript
- **Frameworks & Libraries:** React, Node.js, Express.js
- **Database:** MySQL, MongoDB
- **Infrastructure & Tools:** Git, GitHub, Linux, Docker, Jenkins, Ansible, Selenium, Jira, Confluence, Postman API, MS Excel, ELK
- **Cloud Service Provider:** Amazon Web Services (AWS), Microsoft Azure

Education

GLA University, Mathura   October 2021 – May 2025

Bachelor of Technology in Computer Science and Technology

Experience

Increff   October 2024 – Present

Technical Delivery Engineer - 1

- Managed daily operations for 10+ global clients, ensuring **>98% fulfillment accuracy** and resolving unfulfillable orders quickly.
- Achieved over 95% SLA compliance by resolving 100+ monthly tickets within target **First Response Time** consistently and efficiently.
- Assisted in onboarding 8+ sales channels across **ME and APAC**, significantly reducing average integration timelines by 20% overall.
- Tracked and analyzed **KPIs like order** sync rate and **return percentage**, effectively supporting weekly reviews and performance decisions.
- Contributed to automating **support workflows**, significantly reducing **manual triaging** efforts and **first response time** by nearly 40%.
- Supported inventory operations for 5+ enterprise clients, **100K+ SKUs** across inwarding, fulfillment, and returns processes efficiently.
- Created over **20+ deployment** and process documents, reducing onboarding effort for new **team members** by nearly 30%.
- Validated order and inventory sync across 3+ marketplaces during go-live, **100% deployment accuracy** and operational readiness.
- Resolved 50+ client-reported issues during onboarding, reducing **turnaround time** and improving **issue resolution** efficiency.
- Facilitated more than 10+ Agile sprints by logging issues, improving **delivery coordination** and **team productivity** consistently.

Projects

MEAN Stack CRUD Application with CI/CD

Developed and deployed a full-stack CRUD application using the **MEAN (MongoDB, Express, Angular, Node.js)** stack. Containerized both frontend and backend services with **Docker** and orchestrated them using **Docker Compose**. Configured **Nginx** as a reverse proxy to serve the application on port 80. Implemented a complete **CI/CD pipeline with GitHub Actions**, automating Docker image builds, pushes to Docker Hub, and seamless deployment on an **AWS EC2 instance**. Set up **MongoDB** as a containerized service for persistent data storage. Created detailed documentation with screenshots of deployment, CI/CD runs, and infrastructure setup.

Serverless email/SMS application

Developed a **serverless Email/SMS notification system** using **AWS services** such as **Simple Email Service (SES)**, **Lambda**, **S3**, and **EventBridge**, designed for scalability and minimal maintenance. Utilized **AWS Lambda functions** to process events and dynamically trigger notifications with personalized content. Integrated Amazon S3 to store reusable notification templates and maintain detailed logs, while leveraging **EventBridge** to schedule and orchestrate complex **event-driven workflows**. Implemented **fine-grained access control** through **AWS Identity and Access Management (IAM)** policies and roles, ensuring secure and role-specific execution of cloud functions. Achieved a **fully scalable, low-latency system** capable of handling high volumes of messaging without the need for manual infrastructure management. Conducted **end-to-end testing and monitoring**, ensuring reliability, accuracy, and rapid recovery in case of failures.

Movie Library Application

Built a **movie library application** using **React JS**, featuring a **visually appealing and responsive UI** designed with **Material UI components**. Implemented **Redux** for efficient state management across the application. Integrated **Firebase Authentication** for secure user login and **Firestore** for real-time data storage and retrieval, enabling seamless user interaction and dynamic content updates. Added functionality for **searching and filtering movies**, enhancing user experience through dynamic rendering. Ensured **cross-browser compatibility** and followed **component-based architecture** for maintainability and scalability. Optimized performance using **lazy loading** and efficient **API integration techniques**.

Achievements & Certificates

- Secured 1st position in Technical Paper Presentation hosted by IBM in November of 2022.
- Silver Certificate in the course of Management Information System by NPTEL in December 2023.