

Sai Karthik Sikkem

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A software professional with four years of experience specialized in testing, design, development, and implementation of application software across real-time distributed systems, enterprise applications, and web-based platforms. My expertise includes Web Development, UI testing, and API testing using the Selenium framework, ensuring robust and reliable software solutions.

Experience

Graduate Assistant – CSTEM IT Services.

University of Arkansas at Little Rock | Little Rock, Arkansas, USA.

October 2023 - Present

- Delivered exceptional IT support, managing hardware and software troubleshooting, network configuration, and server maintenance, ensuring seamless operations for the university's technology infrastructure.
- Resolved over 100 technical issues monthly, improving response time by 15%.

Systems Engineer

Tata Consultancy Services | Hyderabad, India

April 2022 - June 2023

- Evaluated software systems, improving product reliability and validating database interactions for integrity, performance, and functionality.
- Designed and executed over 500 test cases, reducing system defects by 20%.

CAMEO Project for Verizon Telecommunications: Managed both international and domestic telephone number validations, improving customer satisfaction by reducing address validation time by 10%.

CAMEO to OSQAR Migration: Led the migration efforts for Verizon's number management system, ensuring a smooth transition with comprehensive process documentation and testing.

Assistant Systems Engineer

Tata Consultancy Services | Hyderabad, India

April 2021 - June 2022

- Created detailed test scenarios and executed comprehensive test cases to identify and resolve software defects early in the development cycle.
- Collaborated with development teams using Agile methodology, actively participating in daily stand-ups, sprint planning, and backlog grooming.

E- Learning Developer

Commlab India LLP | Hyderabad, India

September 2020 - April 2021

- Developed eLearning courses using Articulate Storyline 360 and Lectora Inspire, enhancing course quality for over 10 clients.
- Assisted in experimental design and data analysis, improving course content delivery by 25%.

Skills

Web Development

HTML, CSS, JavaScript

Languages & Database

C, Java, SQL Developer

Data Visualization

Power BI, Tableau, Data Wrapper

CAD Software's

AutoCAD, SolidWorks

Design Software:

Articulate Storyline 360, Lectora Inspire

API Testing:

Postman, Selenium

IDE

Eclipse, Visual Studio Code

Frameworks/Tools:

Selenium WebDriver, TestNG, GitLab, Jira, Postman, SoapUI, Google Suite, Microsoft Suite, Agile (SCRUM)

Networking & IT Support:

Network protocols (TCP/IP, DNS,), Remote Desktop, Active Directory, Windows Server, Linux/Unix basics.

Projects

Housing Market Insights - Data Visualization (Fall 2023)

- Visualized housing market insights by collecting and analyzing real estate data to identify trends in pricing, supply and demand, and regional disparities.
- Provided actionable, data-driven insights to assist stakeholders in understanding housing market fluctuations.

Verizon Telecommunications - CAMEO (June 2021 – June 2023)

- Managed an International and Domestic Number Management system, handling processes like creating customers, assigning telephone numbers, porting, and address validation.
- Streamlined number allocation and improved operational efficiency through process enhancements.

CAMEO To OSQAR Migration (Jan 2023 – June 2023)

- Played a key role in the end-to-end migration of Verizon's Number Management system from CAMEO to the OSQAR platform.
- Conducted extensive testing to cover all modules of the domestic and international number management system, ensuring a smooth transition and minimizing service interruptions.

CommLab India LLP (Sep 2020 – April 2021)

- Contributed to the development and enhancement of eLearning courses using Articulate Storyline 360 and Lectora Inspire.
- Worked in an Agile environment, participating in daily stand-ups and iterative development, while designing courseware that met specific client requirements.

Mahindra SAE BAJA 2018 (2019)

- Led the design team for the vehicle chassis in a National Level Go-Kart Championship.
- Collaborated with a team of 5 engineers to innovate and build a robust vehicle design for the competition.

Education

Master's in Information Science (3.85/4 CGPA)

University of Arkansas at Little Rock

Aug 2023 – Present

Little Rock, ARKANSAS

Database Management Systems, Information Science, Information Visualization, Data Protection and Privacy, Mathematics for Data Science, Introduction to Artificial Intelligence, Data Mining Concepts.

Bachelor of Technology (B.Tech.) (8.5/10 CGPA)

Anurag Group of Institutions, Hyderabad

Aug 2016 – June 2020

Hyderabad, INDIA

Programming Languages (C, Java), Probability and statistics, Operations Research (OR), Production Planning and Management, Fundamentals of Management, Computer Aided Design, Solid Works, Data Base Management.