Sai Karthik Sikkem

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A software engineer with four years of experience in the design, development, and implementation of application software for real-time distributed systems, enterprise applications, and web-based platforms. Skilled in crafting innovative solutions and delivering high-quality software to enhance user experiences. Actively seeking new opportunities to contribute expertise and grow professionally.

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,Angular

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)   Aug 2023 – Present
University of Arkansas at Little Rock   *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)   Aug 2016 – June 2020
Anurag Group of Institutions, Hyderabad   *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.