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.
- Provided technical support and IT assistance for CSTEM, ensuring smooth operation of lab environments, Assisted students and faculty with troubleshooting hardware, software, and network issues. Optimized system performance, improving response time by 30%. Mentored students in IT best practices, enhancing their troubleshooting skills and efficiency by 20%.

Systems Engineer
Tata Consultancy Services | Hyderabad, India
April 2022 - June 2023

- Involved in all stages of the Software Development Life Cycle (SDLC), including requirement analysis, design, implementation, and deployment, while seamlessly integrating best practices like test-driven development, continuous integration, and continuous delivery.
- Spearheaded the migration and upgrade of legacy applications, boosting system performance, scalability, and reliability.
- Collaborated with the retrieval team to optimize port-in, port-out data redirection, achieving a 20% improvement in process efficiency.

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

- Designed and implemented user-friendly front-end applications, improving data flow and overall user experience. Developed automated testing, validation, and deployment workflows to reduce production issues and ensure software integrity. Performed in-depth debugging, user acceptance testing, and code reviews to strengthen system stability and functionality.
- Actively participated in Agile methodology, engaging in daily stand-ups, sprint planning, and backlog grooming sessions to facilitate seamless project progress and team collaboration, ensuring deliverables were met on time and with high quality.

Skills

Web Technologies
HTML, CSS, Bootstrap Angular

Programming Languages
C, Java, JavaScript, TypeScript

Database
SQL Server, MySQL, MongoDB

Data Visualization
Power BI, Tableau, Data Wrapper

Methodologies
SDLC, Agile/Scrum, Waterfall

CAD Software's
AutoCAD, SolidWorks

Design Software:
Articulate Storyline 360, Lectora Inspire

Testing:
Selenium, Postman, UI Automation, SOAP UI, Unit Testing, Integration Testing, Regression Testing

Tools
Eclipse IDE, Visual Studio, Git, GitHub, Jenkins, Postman, Jira

Soft Skills
Team Collaboration, Problem-Solving, Communication

Networking & IT Support:
Network protocols (TCP/IP, DNS,), Remote Desktop, Windows Server.

E- Learning Developer

Commlab India LLP | Hyderabad, India

September 2020 - April 2021

- Focused on building and ensuring the quality of interactive web applications within an Agile environment. I leveraged my skills to develop dynamic and responsive front-end components. I also played a key role in ensuring the reliability of these applications through comprehensive testing practices.
- Collaborated closely with instructional designers and subject matter experts to ensure educational goals were met. Contributed to the improvement of course structure by assisting in the design and analysis of learning experiments, refining the content delivery approach to make it more efficient and impactful. Worked closely with clients, ensuring that the final product effectively addressed the learning objectives while maintaining a high level of quality.

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.
- Played a key role in the end-to-end migration of Verizon's Number Management system from CAMEO to the OSQAR platform.

CommLab India LLP (Sep 2020 – April 2021)

- Contributed to the development and enhancement of eLearning courses.
- 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.