

# K HARDIK

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## SUMMARY

Highly motivated fourth-year Information Technology student at Vidya Jyothi Institute of Technology, with a strong foundation in computer science and a passion for the Internet of Things (IoT). Proven ability to analyze and resolve live service incidents, develop advanced Kusto queries, and collaborate with on-call engineers. Eager to apply technical skills and contribute to innovative projects in a dynamic IT environment.

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## WORK EXPERIENCE

**MAQ Software, Hyderabad, India | Associate Software Engineer** **November 2024 - Present**

- Managed and analyzed live service incidents using ICM, ensuring timely resolution and accurate tracking within Microsoft environments.
- Authored advanced Kusto queries to analyze incident telemetry, identify root causes, and detect recurring failure patterns, contributing to long-term reliability improvements.
- Created pull requests to enhance engineering documentation, improving clarity of ICM processes and facilitating easier onboarding for internal teams.
- Collaborated with on-call engineers (OCEs) to provide timely incident resolution and address ICM portal-related inquiries.

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## EDUCATION

**Vidya Jyothi Institute of Technology, Hyderabad, India** **Nov 2021 - May 2025**

- Bachelor of Technology in Information Technology, Minor in Electronics and Communication Engineering (IoT) | Expected May 2025 | GPA: 8.10/10.

**Sri Chaitanya Junior College, Hyderabad, India | GPA: 88%**

**June 2019 - August 2021**

**Jubilee Hills Public School, Hyderabad, India | GPA: 81.6%**

**May 2009 - April 2019**

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## ADDITIONAL INFORMATION

- **Programming Languages:** C, Python, Java, SQL, HTML, CSS, JavaScript, Node.js, PHP, Express.js, Kusto
- **Tools & Technologies:** Amazon Web Services (AWS), Database Management Systems, IoT, Arduino, Git, System Design, Power BI, Azure DevOps, Power Automate, Azure Databricks, Azure Datafactory, Apache Spark
- **Certifications:** Python 3.4.3, Java, AWS, Basics of Machine Learning, Fundamentals of Cybersecurity, AWS Cloud Foundations
- **Languages:** English, Telugu, Hindi