

## Tanvi Sudhalkar

Burlington | 437661121 | @email | @linkedin

### PROFESSIONAL SUMMARY

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Detail-oriented Application Analyst with 5 years of experience in business application support, process documentation, incident management (L1/L2), and platform monitoring. Having experience solving technical issues, coordinating with cross-functional teams, and supporting business continuity planning. Strong foundation in computer engineering and a track record in improving system stability and operational efficiency in fast-paced IT environments.

### TECHNICAL SKILLS

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**Languages :** SQL, JavaScript, HTML, CSS, jQuery, JSON, Java

**Tools :** Git, Postman, VS Code, Eclipse, Jira

**IT Operations :** Incident & Problem Management (L1/L2), System Monitoring, Release Coordination, Application/Database Infrastructure Support

**Methodology :** Agile (Scrum), SDLC, Root Cause Analysis, Disaster Recovery, Business Continuity Planning

### EXPERIENCE

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**IT Analyst / Tata Consultancy Services (TCS)** Jan 2024 - Dec 2024

- Delivered L1/L2 support for internal business applications and oversaw issue resolution across server and SaaS platforms.
- Collaborated with vendors and internal stakeholders to ensure high availability and smooth platform migration during system upgrades.
- Drafted SOPs, platform documentation, and onboarding guides for users and technical staff.
- Improved platform monitoring protocols leading to a **15% reduction in unplanned outages**.
- Participated in BCP drills and ensured data recovery mechanisms aligned with corporate risk standards.

**Systems Engineer / Tata Consultancy Services (TCS)** Oct 2021 - Dec 2023

- Built scalable user interfaces and enhanced backend integration for multiple enterprise applications.
- Conducted root cause analysis and system audits, **improving issue resolution times by 20%**.
- Led user training sessions and developed documentation to streamline on-boarding and reduce support requests.

**Assistant Systems Engineer / Tata Consultancy Services (TCS)** Sep 2020 - Sep 2021

- Built scalable user interfaces and enhanced backend integration for multiple enterprise applications.
- **Boosted query performance by 20%** by executing error-free MySQL queries, streamlining data storage and retrieval processes, and generating detailed reports.

**Assistant Systems Engineer Trainee / Tata Consultancy Services (TCS)** Aug 2019 - Aug 2020

- Contributed to the end-to-end lifecycle of internal systems used for car rental management, ensuring high system uptime and data consistency.
- Participated in testing and release planning for application updates and patches.

**Web Developer Intern / Simform Solutions** Jan 2019 - Apr 2019

- Assisted in the development and maintenance of **web and mobile responsive websites** using HTML, CSS, and JavaScript to guarantee excellent user experience across all devices and customer satisfaction.
- Tested and resolved issues to ensure consistent performance across platforms, while gaining in-depth knowledge of MongoDB and NodeJS to build real-time, data-driven web applications which enhanced application functionality.

### EDUCATION

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Gujarat Technological University, India

**Bachelor's in Computer Engineering | CGPA : 8/10**

Aug 2015 - May 2019

### CERTIFICATIONS

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**Linkedin Learning :** SQL Essential Training, JavaScript Essential Training , React Essential Training

**HackerRank :** SQL(Basic), CSS(Basic)