
MARK MELVIN D'SOUZA

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Summary

Master's in Computer Science student with a focus on software development, proficient in Python and JavaScript. Experienced in IT systems engineering and agile/Scrum methodologies, aiming to contribute to innovative software solutions at Google. Dedicated to enhancing technical and communication skills to provide impactful programming and design support by Summer 2026.

Skills

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|----------------------------------|------------------------------------|
| • Incident management | • Knowledge sharing |
| • Service level adherence | • Adaptable learning |
| • Technical troubleshooting | • Flexible and adaptable |
| • Client relationship management | • Problem-solving |
| • Documentation practices | • Attention to detail |
| • Effective communication | • Analytical and critical thinking |
| • Problem resolution | • Written communication |
| • Team collaboration | • Task prioritization |
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Experience

ITSM ServiceNow Systems Engineer	06/2022 to 04/2024
Goodyear IT on behalf of Tata Consultancy Services Ltd.	Bangalore, India

- Monitored and resolved technical incidents to restore client services promptly.
- Reviewed client requests and technical incidents, applying process knowledge for resolution within SLA.
- Provided second-line support for medium complexity incidents and requests across global regions.
- Responded to escalated situations where L1 support failed to address software or hardware issues.
- Collaborated with Desktop-side Engineering teams to report and resolve design problems and hardware constraints.
- Maintained accurate ticket documentation with detailed resolution steps.
- Partnered with automation teams to optimize efforts and automate routine tasks.
- Audited incident tickets for quality assurance, recommending improvements through knowledge article updates.

Intern	06/2020 to 07/2020
DLithe Consultancy Services Pvt. Ltd.	

- Conducted credit card fraud detection by analyzing datasets using Python libraries.
- Evaluated machine learning model for dataset classification, achieving 0.9976 accuracy with Isolation Forest.

Intern	08/2019 to 09/2019
Verzeo	

- Gained familiarity with Azure Cloud Services and PaaS offerings.
 - Deployed a virtual machine as a minor project to enhance skills.
 - Launched a WordPress website, achieving nearly 100 page conversions in 48 hours.
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Education and Training

Master of Science: Computer Science	Expected in 12/2026
Cleveland State University	Cleveland, OH

- Currently in Semester 3/5 (August '25 - December '25)

- Current GPA: 2.9/4.0

B.E.: Computer Science and Engineering

NMAM Institute of Technology

08/2021

Mangalore

- Real time Driver Drowsiness Detection using machine learning in Python.
- GPA: 7.91

Pre-University: Science

Alva's Pre-University College

03/2017

Mangalore

GPA: 90.16%

Secondary School

St. John the Baptist High School

03/2015

Thane, Mumbai

GPA: 82%

Certifications

- Web Programming Foundations, LinkedIn Learning
- Learning Python, LinkedIn Learning
- Programming Foundations: Fundamentals, LinkedIn Learning