

NIHARIK KALPAM

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EDUCATION

CLEVELAND STATE UNIVERSITY

Master of Information System | Specialization in Business Analytics | CGPA: 4.0

Relevant Courses: Advance Systems Analysis Methods | Modern Database Design | Managing Network & Security Risks

Key Achievement: Secured fourth place in the 2nd Red-Wood Analytics Competition at Cleveland State University, through adept navigation of complex datasets in a highly competitive setting, underscoring strategic and analytical capabilities.

Cleveland, USA
Aug 2023 – May 2025

NATIONAL INSTITUTE OF TECHNOLOGY WARANGAL (NITW)

Bachelor of Technology: Electronics and Electrical Engineering

Relevant Courses: Problem Solving & Computer Programming | Data Structures & Algorithms

Hyderabad, India
Aug 2015 – Jul 2019

SKILLS

Technical: Java, Python, MySQL, JavaScript, HTML, ReactJS, REST API, SOAP WS, JMS, J-Units, JSON, XML, CSS, MS-Access, Git, Jira, Confluence, Splunk.

Development Proficiencies: Object Oriented Programming, API development, Agile Software Development, Software Design, Vendor Integrations.

Certifications: [Oracle Certified Associate-Java Programmer](#), [AWS Certified Developer - Associate](#), [Hacker Rank Advanced SQL Certified](#)

WORK EXPERIENCE

WIPRO LIMITED | Client – WSIB

Senior Consultant

Hyderabad, India
Oct 2022 – Aug 2023

- Steered the analysis and design for upgrading Guidewire from version 7 to Flaine, utilizing Python for implementing customizations and workflow adjustments ensuring migration and system performance optimization.
- Integrated business analysis with technical execution, leveraging Jira and Confluence for project management and documentation, addressing challenges to deliver precise estimates and tailored solutions, markedly improving project alignment with business objectives and stakeholder needs.
- Collaborated in 3 strategic sessions with Guidewire partners and cross-functional teams to integrate current system functionalities with Flaine's augmentations, achieving a 20% increase in efficiency and user satisfaction through targeted system improvements.
- Designed and deployed over 30 custom batch processes by integrating and elevating existing functionalities, meeting business requirements, and contributing to improvement in process efficacy.

TECHNUMEN, Inc | Client – State Auto

Consultant

Hyderabad, India
Oct 2021 – Oct 2022

Key Achievement: Awarded the [Associate](#) and [Specialist](#) certification in Insurance Suite Development and Integration by Guidewire Education as in recognition of exemplary implementation of industry best practices.

- Demonstrated advanced proficiency in Splunk and ELK stack for system diagnostics, for reducing system downtime by 20% through precise log analysis.
- Utilized Java, J-Units for backend testing, JProfiler to boost PolicyCenter performance, achieving a 15% improvement through JVM tuning and SQL optimization, reflecting a deep understanding of both technical intricacies and the overarching business impact.
- Developed 8 advanced training modules on Guidewire products, incorporating OOP concepts and Agile Software Development practices improving team proficiency and fostering a culture of technical excellence, bridging the gap between technical execution and business strategy.
- Streamlined business analysis and reengineered processes, offering key technical insights that shaped 20 significant decisions, enhancing solution alignment with business objectives and user needs by 35%.

CAPGEMINI LIMITED | Client – USAA

Associate Consultant

Hyderabad, India
Sep 2020 – Oct 2021

- Engineered over 100 Event Fired Rules for business events, boosting operational communication and productivity across various entities.
- Configured 20+ messaging plugins using JMS, aiding messaging and integration with external vendors and improving process streamlining.
- Authored over 100 pages of comprehensive API documentation for the developed custom API endpoints to extend Guidewire's capabilities for third party integration, showcasing advanced technical writing and development skills.
- Implemented Git for version control, leveraging public/open-source repositories, reducing deployment defects by 20 incidents quarterly, ensuring smoother production transitions, and amplifying project quality and stability.

Senior Software Engineer

Aug 2019 – Sep 2020

- Served as an Integration Developer, engaged in the entire Guidewire project lifecycle from design to live deployment, streamlining delivery processes.
- Led Guidewire platform enhancements using GOSU, applying Agile Scrum from conception to deployment, optimizing performance and streamlining timelines, thus reducing load times by 1.5 seconds, and markedly intensifying user experience.
- Orchestrated development and publication of 20+ RESTful APIs with Swaggers, YAMLS and over 10 SOAP APIs from ClaimCenter, facilitating seamless integration with platforms and vendors like ERAC, Copart, Safelite, and, increasing system interoperability by 35%.
- Developed custom test scenarios with API-Test-Bench using the Karate framework for REST services, establishing a new standard for service testing quality and increasing test coverage by 30%.

PROJECTS

Network-Based Shell System with Integrated Design Patterns (*Shell Computer System Project*)

Aug 2023 – Dec 2023

- Led the integration of programs into a Network-Based Shell Computer System, implemented PCB, Process Manager, MMU using Observer Design Pattern to improve system consistency and reducing process execution time by approximately 18 seconds per process.
- Designed MVC architecture to greater compliance and UI response times, integrating MySQL for robust data management, combined with a secure login using encrypted credentials in a CSV database, employing a producer-consumer model to significantly improve system security and efficiency, all achieved within milliseconds for user interactions.
- Integrated Chemical Emergency Response System with Facade Design Pattern, achieving 30% less class coupling and improved modularity, utilized Iterator and Composite Patterns in Echo Protocol, aiding in 'Best Project of the Semester' award.

Quote Generation System (*Application Development Project*)

Jul 2023 – Oct 2023

- Spearheaded the development of 'QGS', a Java-based insurance quote generation platform, exalting competence and user experience for agents and clients. Implemented robust SQL database management, ensuring precision in data handling and query execution.
- Crafted a potent system architecture with distinct separation of concerns, integrating JDBC for optimal database connectivity and interaction, boosting system reliability and reducing query response times from seconds to milliseconds.
- Streamlined a custom exception handling framework (QGSEExceptions) and DAO layer for CRUD operations, enhancing code readability and system maintainability, leading to a 27% reduction in system response time.