SAANIA WAGHANI

Backend Developer | IT Support | Technical Recruiter | Node.js • AWS • Python

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Portfolio: saaniawaghani.github.io | LinkedIn: linkedin.com/in/saaniawaghani | GitHub: github.com/saaniawaghani

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PROFESSIONAL SUMMARY

Versatile IT Professional with 7+ years of experience in Backend Development, IT Support, and Technical Recruitment. Proven expertise in Node.js microservices, AWS cloud infrastructure, and maintaining 98% SLA compliance. Strong people skills with experience conducting 50+ technical interviews and onboarding 15+ developers. Passionate about bridging technical and HR functions. Open to Backend Developer, IT Support, Technical Support, and HR/Technical Recruiter roles in Dubai. Immediate availability.

CORE COMPETENCIES

- Backend Development: Node.js, JavaScript, Python, RESTful APIs, Microservices, AWS (Lambda, API Gateway, S3)
- IT Support: Incident Management, SLA Compliance (98%), ITIL Framework, Technical Troubleshooting
- HR & Recruitment: Technical Screening, Candidate Assessment, Interview Coordination, Onboarding, Training
- Tools & Technologies: Git, GitHub, JIRA, Postman, Jenkins, MySQL, DynamoDB, AI APIs (Google Gemini)

PROFESSIONAL EXPERIENCE

IT Support Specialist | Sara Enterprises, Mumbai | *January 2023 - September 2025*

- Achieved 98% SLA compliance through proactive incident management and rapid issue resolution
- Developed Node.js backend features reducing manual operations tracking by 40%
- Managed AWS cloud infrastructure ensuring 99.5% system uptime
- Conducted technical screenings for 20+ developer candidates and collaborated with HR on hiring decisions
- Created comprehensive onboarding materials and trained new team members

Backend Developer | Tata Consultancy Services, Mumbai | *September 2018 - May 2022*

- Built Node.js microservices on AWS reducing infrastructure costs by 20%
- Designed RESTful APIs for high-traffic applications with robust error handling
- Served as UAT Coordinator managing testing cycles and client communications
- Conducted 50+ technical interviews annually and onboarded 15+ new developers
- Collaborated with HR on recruitment strategy and candidate evaluation criteria
- Mentored junior developers on coding best practices and professional development

PROJECTS

- **AI Question Answering Tool (December 2025):** Built production-ready web application using Python, Streamlit, and Google Gemini API with secure API key management and comprehensive error handling. Live Demo: ai-question-tool.streamlit.app | Code: github.com/saaniawaghani/ai-question-tool

EDUCATION

M.Sc. Information Technology | University of Mumbai | 2018-2020

B.Sc. Information Technology | B.N. Bandodkar College | 2015-2018

CERTIFICATIONS

Generative AI | AWS Mobile Services | ITIL Service Management | Agile Foundation | Core Java

KEY ACHIEVEMENTS

- Reduced cloud infrastructure costs by 20% through serverless architecture optimization
- Achieved 98% SLA compliance across all production environments
- Successfully conducted 50+ technical interviews and onboarded 15+ developers
- Built internal dashboard reducing manual operations tracking by 40%

CAREER INTERESTS

Open to Backend Developer, IT Support, Technical Support Engineer, Technical Recruiter, and HR Coordinator roles. Passionate about both technical development and helping teams grow through effective recruitment and mentoring.