

Sahil Yogesh Hadke

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EDUCATION

Arizona State University, USA

December 2025

Masters of Science - Computer Science

Coursework: Semantic Web Mining, Data Visualization, Knowledge Representation and Reasoning

Savitribai Phule Pune University, Pune, India

May 2022

Bachelor of Engineering in Computer Engineering

GPA: 9.7/10

Coursework: Database Management, Artificial Intelligence, Data Structures & Algorithms

SKILLS

Management Skills: Customer Service, Security Procedures, Verbal and Written Communication, Event Planning,

Team Leadership, Radio Technologies and Walkie-Talkie Operation, Physical Fitness: Ability to lift up to 50 lbs

Tools & Software: Microsoft Office Suite (Word, Excel, Powerpoint, Outlook), Google Sheets, OneNote, Slack, Canvas, Dropbox, Adobe Acrobat, Photoshop, GIMP, Blender, Unity 3D

Technical Skills: Node, Express, CodeIgniter, PHP, MongoDB, MySQL, Bootstrap, React, CSS, HTML, Web Scraping, Selenium, RPA, Powershell, VBA

EXPERIENCE

Front Desk Assistant

05/18 to 8/18

Neeldeep Hardware

Pune, India

- Managed a high volume of client interactions, serving an average of **50 customers daily**, and consistently providing exceptional customer service with professionalism and efficiency.
- Successfully handled multiple responsibilities simultaneously, including managing an average of **25 phone calls daily**, greeting customers, and addressing their concerns, contributing to a positive and welcoming atmosphere.
- Demonstrated strong interpersonal and communication skills while assisting customers with product information, resolving issues, and ensuring a positive shopping experience.
- Collaborated with team members to streamline front desk operations, resulting in a **20% improvement** in overall customer experience.
- Collaborated with team members to streamline front desk operations, contributing to improved customer satisfaction and overall store efficiency.

Technical Secretary Head

11/21 to 12/22

Computer Engineering Student Association

Pune, India

- Managed and led a team of **20+** students during events, ensuring smooth collaboration, delegation of tasks, and adherence to timelines.
- Successfully conducted multiple events, showcasing effective event planning, coordination, and execution abilities.
- Demonstrated strong leadership and organizational skills in overseeing various technical events.
- Collaborated with team members to streamline front desk operations, contributing to improved customer satisfaction and overall store efficiency.

Software Engineer

05/22 to 12/23

FIS

Pune, India

- Acted as a key liaison between the development team and clients, ensuring a clear understanding of project requirements and delivering solutions that exceeded client expectations.
- Played a key role in fostering team bonding as the lead of the Fun Committee, organizing multiple successful events that strengthened team cohesion and morale.
- Mentored and trained a junior team member in SAFAL, contributing to their professional development and skill enhancement.

Full Stack Developer - Internship

12/20 to 06/22

OG Advertising Private Limited

Pune, India

- Led client engagement efforts, working closely with diverse clientele to understand and fulfill their specific requirements.
- Acted as the primary point of contact for clients, answering phone calls, and providing assistance with support requests in a professional manner.
- Supervised and mentored 2 interns, providing guidance and support throughout their internship tenure.