Samyam Dhamala

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Summary

Versatile Software Developer, QA Engineer, Data Analyst, and IT Support Specialist with more than four years of cross-functional experience across software engineering, automation, analytics, and technical operations. Strong foundations in Python, C++, JavaScript, SQL, data modeling, and cloud-based systems. Experienced in building full-stack applications, designing automated test suites, validating data pipelines, creating analytical dashboards, and resolving complex technical issues. Adept at Agile teamwork, cross-functional communication, performance optimization, and delivering reliable, high-quality solutions across diverse technical environments.

Technical Skills

Languages: Python, JavaScript, TypeScript, C++, C#, Java, Dart, SQL

Software Engineering: Node.js, Express.js, .NET, ASP.NET, Flutter, React (basic), Next.js, Tailwind CSS, CMake

QA & Automation: Cypress, Selenium WebDriver, Postman, Swagger, JMeter, K6, API Testing, Regression Suites, CI/CD

Data & Cloud: Power BI, Tableau, Snowflake, AWS (data lakes and pipelines), MySQL, Oracle SQL, MongoDB (familiar), Pandas, NumPy

Algorithms & Systems: STL, memory management, trees, heaps, sorting algorithms, runtime analysis, performance profiling

IT Systems: Windows, macOS, Linux, Active Directory, MFA Systems (DUO, MS Authenticator), Networking, VMware

Processes: Agile (Scrum/Kanban), SDLC, Requirements Analysis, QA Documentation, Data Validation

Professional Experience

Technical Support Assistant Intern — University of New Haven | Jun 2025 – Present | West Haven, CT
- Resolved more than 550 support tickets, improving overall resolution time by 30 percent.
- Diagnosed and resolved Windows/macOS software, system, and network issues.
- Supported MFA setup and account recovery for DUO and Microsoft Authenticator.
- Installed and configured SPSS, Microsoft Office, VMware, and virtual machines.
- Performed hardware repairs including RAM and SSD replacement and system reinstalls.
- Enhanced AI chatbot accuracy by 25 percent through structured knowledge base updates.
- Built analytical reports using Excel and Power BI to identify operational trends.

Teaching Assistant — Python Programming | May 2025 – Present
- Taught debugging, loops, functions, OOP, and structured problem-solving.
- Evaluated more than 50 student assignments and provided guidance on maintainable coding.
- Supported students in developing algorithmic and logical reasoning skills.

Mid-Level QA/QC Engineer — Innovate Tech | Feb 2022 – Dec 2023 | Kathmandu, Nepal
- Led Cypress-based UI automation, raising regression coverage by 35 percent.
- Conducted API and load testing using Postman, Swagger, JMeter, and K6.
- Integrated automated test suites into CI/CD pipelines, reducing regression cycles.
- Performed SQL-based data validation and analytics verification.
- Troubleshot backend workflow issues using algorithmic reasoning.
- Collaborated with engineering, IT, and business teams in Agile environments.

Software QA Engineer — Cedargate Technologies | Dec 2023 – Jan 2024
- Executed functional and regression testing for a healthcare analytics product.
- Wrote detailed test cases for new feature validation.
- Documented defects clearly, contributing to improved platform stability.

QA Trainee — SB Solutions | Jul 2021 – Dec 2021
- Performed functional and regression testing for financial systems.
- Assisted in early-stage Selenium WebDriver UI automation development.
- Participated in performance, security, and hardware testing processes.

Education

MSc. Information Science — University of New Haven GPA: 4.0 | Graduating December 2025 BSc. (Hons) Computing — London Metropolitan University GPA: 4.0 | 2022

Projects

C++ Systems and Algorithm Engineering
- Implemented and benchmarked six sorting algorithms up to 500,000 elements.
- Built dynamic arrays, stacks, heaps, priority queues, and balanced tree structures.
- Designed memory-efficient traversal routines and optimized performance using STL and profiling tools.

E-States Nepal — Flutter, Express.js, MySQL
- Built a real-estate mobile app with property search, map integration, owner contact, and inspection scheduling.

Chatfolio — Next.js, Tailwind, Gemini API
- Developed an AI-powered personal portfolio with an integrated knowledge-based chatbot.

Snowflake Data Engineering Pipeline
- Designed a full data pipeline supporting ingestion, transformation, modeling, and reporting workflows.

Cha-Ching — Python
- Created a secure CLI expense management tool with JSON storage and SHA-256 authentication.

ASP.NET CRUD Application — Oracle SQL
- Built a full-stack CRUD system with authentication and role-based authorization.

Power BI and Tableau Dashboards
- Developed dashboards including Wine Sales Profitability, Police Shooting Trends, Lego Analytics, CO-Correlation, Olympic Medals, and Airbnb NYC Market Insights.

Certifications

NVIDIA — Building LLM Applications with Prompt Engineering (2025)
LinkedIn Learning — Snowflake Data Engineering (2025)
LinkedIn Learning — Telling Stories with Data (2025)