

Sijan Malla

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WORK EXPERIENCE

DXC Technology LLC

New Orleans, LA

Associate Professional Application Developer - III

June 2023 – Present

- **Leadership:** As a **Team Lead**, managed 5 **interns**, led daily **sprints**, client **interactions**, **training**, and contributed to **Spring Microservices** and **Angular** Application, facilitating their successful **rehire**.
- **Innovation:** Led **AWS Native CI/CD** streamlining as an individual contributor, saving **50 dev hours**, and optimizing automation and observability.
- **Optimization:** Restructured **Django APIs**, boosting speed and scalability with a **3x faster response time** and enhanced flexibility.
- **Azure R&D Initiatives:** Initiated the company's initial foray into **AI capabilities** using Azure Services, including **OpenAI**, **Cognitive Search**, **React.js** and **Flask API**, as an **early innovation**.

Software Engineer Intern

August 2022 – May 2023

- **Efficiency:** Designed a **clustering model**, employing resume data preprocessing techniques including **lemmatization**, **word2vec**, and **NLTK**, achieving a **20% boost in project allocation efficiency** and driving substantial **gains in company profits**.
- **Centralized Data Management:** Utilized **Python** and **Spark** to aggregate documents into **Azure Blob**, reducing **data retrieval time** from **days to hours**, facilitating **HR automation** in hiring decisions.
- **Pioneered:** Created an **Android App Testing suite** using Android **Open Source Project's Cuttlefish** on **Ubuntu Server**, revolutionizing company **testing procedures** with a comprehensive **suite of tools**.
- **Collaboration:** Orchestrated **AWS-based centralized logging** with **ELK stack**, reducing **log analysis time** by **30%**, and integrated logging into **four** applications within an **Agile team** of **52 interns**.

ULM Computing Center

Monroe, LA

IT Support Technician

July 2020 - June 2022

- **Team Leadership:** Led a team of six help desk professionals, managing an **average of 800** monthly service tickets in a dynamic IT helpdesk environment.
- **Technical Skills:** Created and deployed workstation images via **FOG** and set up **virtual machines** using **VirtualBox**.
- **Troubleshooting Expertise:** Efficiently resolved computer, network, and printer issues across main campus and three satellite locations, accumulating **1800+ hours** of tech support.
- **Documentation Improvement:** Updated and maintained procedural documentation, reducing average ticket resolution time from **hours to 30 minutes**.
- **Outstanding Performance:** Recognized as an "**Excellent Employee**" for consistently closing tickets and holding records for the **highest daily** and **all-time** ticket resolutions.

SKILLS

Programming Languages: Python, JavaScript, Java, HTML, CSS, Perl, Bash

Libraries/Frameworks: React.js, Angular, Flask, Django, Spring Boot, Bootstrap, Tailwind

Cloud: AWS, Azure

Database: MySQL, PostgreSQL, MongoDB, Redis, Firebase

Domain: Modern Web Development, Data ETL, Machine Learning, Natural Language Processing, Serverless Architecture, Three-Tier Architecture, DevOps, Cloud Application Development, Microservices, RESTful API

Tools: Git, Github, Github Actions, Docker, AWS CloudFormation, Linux(Ubuntu), Postman, Jupyter Notebook

Soft Skills: Accountability, Leadership, Critical Thinking, Teamwork, Conflict Resolution

CERTIFICATIONS

AWS Certified Developer - Associate, AWS Certified Solution Architect - Associate, AWS Certified Cloud Practitioner, Microsoft Certified: Azure Fundamentals

EDUCATION

University of Louisiana at Monroe

Monroe, LA

BS in Computer Science (GPA: 3.6)

August 2019 - May 2023

- **Awards:** 2022 ACM Programming Competition Local Chapter Winner, 2023 IT Web Code Challenge Runner Up, Honors in College, Dean's List 2019-2023
- **Organizations:** Upsilon Pi Epsilon, Associate for Computer Machinery (ACM), Google Developer Student Club (GDSC)