Shubhangi Mishra

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EDUCATION

State University of New York at Buffalo — **Buffalo, New York**
Master of Science: Computer Science and Engineering; GPA: 3.6/4.0 — *Graduation Date: Jun 2023*

WORK EXPERIENCE

Teletracking Technologies, Inc — **Pittsburgh, Pennsylvania**
Software Engineer Intern — *May 2022 - Aug 2022*
- Contributed to migrating a .NET WCF microservice from Azure to AWS, reducing hosting costs by 30%. Docker, Kubernetes, and Terraform were used for infrastructure setup.
- Deployed multiple .NET applications on AWS ECS (Fargate and EC2), reducing deployment time by 25%. Documented deployment steps and pros & cons.Built a CircleCI pipeline, making deployments 40% faster. Integrated Windows execution orb and configured Spinnaker CD pipelines, reducing deployment errors by 50%.

Tata Consultancy Services Pvt. Ltd — **Indore, India**
Software Engineer — *Oct 2018 - Aug 2021*
- **Experience Center (Diligenta, UK)**
- Ensure efficient call routing with a response time of less than 30 seconds and target a 90% customer satisfaction rate.Continuously optimize system performance for scalability, aiming for a 20% increase in call handling capacity within the next quarter.
- Implement real-time call notifications and consultation features to enable agents to collaborate seamlessly, reducing call transfer times by at least 20%.
- Maintain a rapid response rate to reported technical issues, with a goal of resolving 95% of reported problems within 24 hours to minimize disruption to operations.
- **AIA Philippines**
- Developed advanced AEM templates, components, and workflows using REST, Java, Sling, AEM, and Angular to streamline content management processes, leading to a 30% reduction in content creation time.
- Utilized version control with GIT for efficient project management including automated builds and collaboration with JIRA and Confluence.Enhanced AEM personalization by implementing JavaScript solutions resulting in a 20% reduction in call transfer times.

PROJECT EXPERIENCE

Univeristy at Buffalo (OPEN APP) — **Buffalo, New York**
Research Assistant — *May 2022 - Dec 2022*
- Mobile developer for the "Open App" project , played a key role in creating a highly scalable platform designed to simplify appointment management for businesses and enhance the user experience.
- Developed a comprehensive MERN full-stack solution, enabling businesses to easily register and promote appointment slots, while users can effortlessly make reservations through both mobile apps and web browsers.
- Collaborated within a dynamic team of three, focusing on the backend development. contributed my expertise to design and integrate more than 40 API calls, executed CRUD operations effectively, and proactively addressed and resolved bugs to ensure optimal app performance and reliability.
- Utilized a robust tech stack, which included Express.js, Node.js, MongoDB, and Mongoose as the ORM.
- Successfully integrated asynchronous programming, implemented error handling strategies, and managed control flow to guarantee seamless functionality.
- Reduced reported issues by 20% through proactive bug resolution, enhancing user experience.Achieved a user-friendly mobile application that drove significant user engagement and adoption.
- Designed a highly scalable platform, resulting in over 100 businesses registering and promoting appointment slots.

Univeristy at Buffalo (Crypto Currency) — **Buffalo, New York**
Student Assistant — *Aug 2022 - Dec 2023*
- Integrated truffle and ganache to compile, test, and migrate solidity scripts on Ethereum-based ropsten test network.
- Extended ERC20 Token capabilities for creating customized tokens to aid payment on marketplace. can you add more work to that along with some numerical data

SKILLS

Skills: Programming Languages: Python, Core Java, Javascript, Solidity, TypeScript, HTML, CSS, C++ Frameworks & Libraries: Express, Angular, React, React Native, Firebase, Django,Environment: VSCode, Android Studio, Github, Nodejs Database: MySQL, NoSql, MongoDB, Cloud Cloud: Amazon Web Services (AWS), Google CloudTools: Docker, Kafka, ECS, Elastic Beanstalk, Postgresql, Jenkins, Sonarqube, Remix, AEM