

Saurabh Saoji

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EDUCATION

University of Illinois Urbana-Champaign - Champaign, IL Aug 2022 – May 2024
Master of Science in Information Management GPA – 4/4

- Database Design and Prototyping, Data Structure and Algorithms, Web Development Using Application Frameworks, Data Visualization, Data statistical models and probability

Pune Institute of Computer Technology - Pune, India Aug 2016 – May 2020
Bachelor of Engineering (Electronics and Telecommunication) GPA – 8.2/10

- Object Oriented Programming, Data Structures and Algorithms, Advanced Processors, System Programming and Operating Systems, Computer Network and Security

WORK EXPERIENCE

Nice Ltd - Pune, India Aug 2020 – Jul 2022

Associate Software Engineer

- Developed customer support products with additional features like smart pop-ups in chat application to interact with the customers and increased customer engagement by 20%
- Employed React, PHP, and SQL to develop and deploy 4 Epics and more than 70 stories for the product's front-end and back-end in an Agile environment
- Leveraged AWS Lambda service to scale the application, resulting in a 600% increase in capacity for handling customer cases
- Created documentation on Confluence to address common technical issues while setting up the development environment reducing the setup time from 2 days to 3 hours
- Integrated Adaptive Cards into the product, reducing average customer handling time by 20% and received recognition for outstanding contribution with the 'SPOT' award
- Managed code releases using Continuous Integration/Continuous Delivery methodologies and Jenkins
- Utilized React hooks and Redux to build reusable components and manage application state
- Assessed and resolved 30+ customer-found bugs and delivered customer support over 100 hours
- Led monthly demonstrations of newly built features to the entire organization, effectively communicating the value and benefits of these updates to stakeholders across departments

SKILLS

Software Development and Programming – C++, Python, JavaScript, JAVA, PHP, SQL, React, Django

Functional - Organization management, Agile framework, Design and Planning, Research and Exploration

Others - Jenkins, AWS, Postman, Kibana, GIT, JIRA, Docker

Certifications - Python for Everybody Specialization, Business Analytics for Data-Driven Decision Making, Business Metrics for Data-Driven Companies

PROJECTS

Influencer marketing platform

- Created a platform that connects social media influencers with brands seeking to promote products through branded content
- Developed a sophisticated algorithm to evaluate and rank influencers on a scale of 0 to 1000 based on user engagement levels, taking into account various metrics such as likes, comments, shares, and views
- Utilized JavaScript, Django, HTML, and CSS to build the platform's front-end and back-end functionality

Online News Popularity Analysis

- Determined the polarity of over 30000 online news articles by separating them into positive, negative, and neutral categories using machine learning algorithms
- Examined the factors that are most important in making a news article popular using the principle component analysis
- Designed a predictive model with 72% accuracy for predicting the popularity of online news publications