Sumedh Gajbhiye

sgajbhi1@asu.edu · +1 2142365609

EDUCATION

- **Arizona State University, Tempe**
  Masters of Science in Software Engineering   2024 - 2026
  CGPA: 4

- **Lakshmi Narain College of Technology, Bhopal**
  Bachelor of Technology in Computer Science Engineering   2017 - 2021
  CGPA: 7.66

WORK EXPERIENCE

Cognizant
Software Developer and Associate   July 2021 - July 2024

- Developed and configured a virtual chatbot using the Dialogflow engine, resulting in a 40% increase in chat interactions and a 20% decrease in logged incidents.
- Customized 5+ core IT Service Management modules (Incident, Problem, Change, Service Request) for a user base of over 10,000 employees, improving workflow efficiency.
- Designed and developed a custom Service Portal using AngularJS, HTML, and CSS, enhancing the user experience for 10,000+ users and increasing self-service adoption by 30%.
- Integrated ServiceNow with third-party applications (MS Teams, Azure DevOps, Intruder) using REST and SOAP, automating over 5 key business processes.
- Engineered 2 custom applications for asset and certificate management, integrating directly with Azure to improve asset tracking accuracy by 95%.
- Implemented data visualization by creating 20+ dynamic dashboards using the Performance Analytics Module to track SLAs, KPIs, and volumetrics, leading to a 15% improvement in SLA compliance.
- Troubleshot and resolved technical issues in daily operations, maintaining a 98% resolution success rate and reducing average downtime by 25%.

Cognizant
Software Developer Trainee and Intern   March 2021 - July 2021

- Assisted with workflow configuration and ticket automation via REST and Email triggers, reducing manual steps by 30%.
- Maintained project documentation in Confluence and Google Sheets, including process flows and data dictionaries.
- Supported LDAP integration tasks, refining technical requirements and tracking progress through Jira.

ACADEMIC PROJECTS

- **GrocerX** - Full Stack Online Grocery Store using Next.js, React, Node and Tailwind CSS for a seamless shopping experience.
- **Venuedex** - A venue rating and sharing website, where users can add their own venues and view and other venues they have visited. The app uses Node, Express and MongoDB, Google Maps API.
- **Scrum Simulator -** Developed a Java Scrum simulator with Swing UI implementing role-based access control, JUnit testing, and JSON persistence using design patterns for simulation state management
- **FaceDetective** - A web-based application which uses a Machine Learning API called 'Clarifai' to detect human faces in any given image. The app uses React, Node, Express and PostgreSQL
- **BistroMate** - A Python-based GUI app that is used to calculate bills in a restaurant. It uses the tKinter GUI package

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SKILLS

Languages: JavaScript, Typerscript, Python, SQL, HTML5, CSS, C, C++, JAVA
Technologies: Git, REST API, SOAP API, MongoDB, MySQL, PostgreSQL, jQuery, Bootstrap, NumPy, TensorFlow, AngularJS, Node, Express, REACT, NextJS, Vue, Dialogflow, MATLAB, AWS, Tailwind, Docker