

## EDUCATION

### Drexel University, College of Computing & Informatics

Philadelphia, PA

Master of Science, Information Systems | GPA: 3.8 | Expected graduation: May 2026

### Savitribai Phule Pune University

Pune, India

Bachelor of Engineering in Computer Science | Graduated May 2020

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## WORK EXPERIENCE

### Technical Support Specialist L2, TCS, India

November 2020 – July 2024

- Resolved complex technical issues in the FX trading platform, ensuring 93% system uptime and reducing post-deployment incidents by 20%. Managed 50+ daily incidents, maintaining a 96% satisfaction rate through efficient troubleshooting and ServiceNow ticket resolution
- Conducted system testing for upgrades, achieving 75% uptime during enhancements and reducing critical incidents by optimizing deployment strategies. Documented technical solutions in Confluence to improve troubleshooting and support processes
- Performed root cause analysis to address recurring technical issues, reducing average resolution time to 2 hours. Worked closely with cross-functional teams and vendors to resolve P1 incidents efficiently, ensuring SLA compliance
- Communicated real-time updates to stakeholders, enhancing operational transparency. Trained four new hires, increasing first-contact resolution by 35%. Managed user accounts, access approvals, and compliance with IAM procedures through CyberArk

### Fellowship in Software Development, CRIO.DO, India

December 2023 – July 2024

- Developed full-stack web applications with JavaScript, React.js, CSS, Material-UI, and REST APIs, enhancing user experience and cross-platform performance. Engineered QKART, an e-commerce platform with secure authentication, shopping cart functionality, and efficient state management
  - Led Agile sprints and collaborated with a 6-member team, using Slack and GitLab for version control and project integration. Designed a fully responsive UI for 100% device compatibility and integrated backend services with React Hooks and React Router for optimal data rendering and user interaction
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## ACADEMIC PROJECTS

### Tech Support Pro– Ticketing System Database Management

- Designed and implemented a scalable, 9-table relational database schema using Oracle Database 19c to manage user tickets, support agents, and escalation workflows, ensuring efficient data handling and growth
- Created Entity-Relationship Diagram (ERD) and optimized 3NF normalization to ensure data integrity and minimize redundancy, supporting reliable and fast queries for ticket management
- Developed SQL queries for SLA compliance monitoring, priority-based ticket routing, and real-time performance tracking, generating actionable insights that improved ticket handling efficiency and SLA adherence

### Cook Ease – Dietary Restriction Focused Recipe Management App

- Implemented the design and prototyping of a recipe management app using Figma, focused on dietary restrictions, budget management, and nutrition tracking, introducing features like image upload, voice commands, and multi-modal recipe input for better user accessibility
  - Conducted market research and user testing, identifying pain points such as manual data entry and ingredient tracking, and recommended future features like grocery delivery integration, advanced meal scheduling, and budget tracking
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## SKILL

**Programming and Development:** Python, JavaScript, React.js, Bootstrap, Material UI, JSON, REST APIs, HTML/CSS

**Database:** SQL, Oracle 19c, MySQL, Database design, ERD

**Software and tools:** GitLab, Slack, MS Office, Confluence, Outlook, Putty, WinSCP, VS Code, Windows Server, Linux, Postman

**Incident Mgmt. and support:** SLA Monitoring, Ticket Routing, RCA, ServiceNow, CyberArk IAM, Active Directory, AutoSys

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## RELEVANT COURSEWORK

Web Systems & Architecture | Human-Computer Interaction | Principles of Cybersecurity | Cross-platform Mobile Development  
Database Technologies | Information Visualization | Information Systems Analysis and Design | Software Development