Tanmay Gupta

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Experienced software developer with 3+ years of professional experience in delivering impactful solutions. Proficient in Python and AWS technologies, specializing in process automation, data optimization, and advanced engineering. Committed to driving efficiency and fostering innovation.

TECHNICAL SKILLS

Python — AWS Lambda — Data Structures & Algorithms — Amazon Connect — Problem Solving — CloudFormation — RASA-NLP — Pandas

EXPERIENCE

Management Consulting Analyst
ACCENTURE
Dec 2021 – Present
Gurugram, Haryana

- **Led a team to develop and deploy AWS Lambda functions** using Python AWS SDK (boto3). Personally designed and implemented **automated data processes**, saving approximately 20 hours of manual work per month and significantly improving workflow efficiency.
- Spearheaded the adoption of **advanced data engineering practices and DevOps methodologies**, resulting in improved data workflow efficiency and **reduced deployment errors by around 20 incidents annually**.
- Conducted **in-depth analysis and visualization of contact flow data** to optimize customer interaction processes. Contributed to a **reduction in average resolution time by about 15 minutes per interaction**, enhancing customer satisfaction.
- Architected and executed **data integration solutions** using Connect and Lambda functions, **increasing data retrieval speed by 1.5x and reducing latency by 150 milliseconds**.
- Played a key role in developing an **ADO pipeline**, which contributed to a faster project delivery time and **fewer deployment failures**.
- Designed and implemented **dynamic JSON schemas for Amazon Connect**, improving data flexibility and system adaptability, and **reducing data mapping errors** by several incidents each month.

Associate Technology
AVIZVA Solutions Pvt. Ltd.
Oct 2020 – Dec 2021
Gurugram, Haryana

- Led a team in developing **NLP-based conversational AI products**.
- Integrated **NLP-NLU systems** like Amazon Lex, Connect, and Alexa into customer support platforms, **improving data processing accuracy and reducing misinterpretation instances by dozens of cases each month**.
- Enhanced **data processing efficiency** by developing and implementing an **automated Java project setup system**, cutting setup time by several hours per project and minimizing setup-related errors.
- Collaborated on **data-driven projects** involving various AWS Services, **improving project completion times by a few days on average and enhancing code quality**.
- Tackled and **resolved complex technical challenges**, resulting in higher project success rates and increased client satisfaction. Efforts also **reduced downtime incidents, ensuring smoother project operations**.

PROFESSIONAL CERTIFICATION

Amazon Web Services Training and Certification
AWS Certified Cloud Practitioner (CLF-C01)
AWS
Dec 2022 – Dec 2025

Demonstrates fundamental understanding of IT services in the AWS Cloud, showcasing fluency in cloud technologies and foundational AWS knowledge. Proficient in identifying and implementing essential AWS services for project setup and execution

EDUCATION

Jamia Millia Islamia University
Bachelor of Technology, Computer Engineering
New Delhi, India
Aug 2016 – Sept 2020

Graduated with First Division, represented the University in the prestigious **ICPC Asia Region Contest, 2018**