UJWAL PATHAK

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EDUCATION

Government Science College, Bangalore	Bangalore, India
Bachelor of Science in Computer Science & Electronics	Sep 2021 – Aug 2024
ExcelR Institute	Bangalore, India
Data Science Certification Program	May 2024 – Nov 2024

TECHNICAL SKILLS

Programming & Databases: Python, MySQL, SQL
Machine Learning & AI: Large Language Models (LLMs), Responsible AI, Machine Learning Algorithms
Cloud Technologies: AWS (Solutions Architecture), Google Cloud Platform (GCP)
Tools & Platforms: Git/GitHub, Workflow Automation, AI Video Creation
Core Competencies: Data Science, Backend Development, Operations Management, Systems Administration

PROFESSIONAL EXPERIENCE

Operations Associate — Aug 2025 – Present
Bhanzu — Bangalore, India

- Manage online reputation across digital platforms by analyzing and responding to customer feedback, achieving improved brand sentiment through data-driven insights
- Collaborate cross-functionally with product, engineering, and customer success teams to resolve operational issues and implement process improvements
- Develop automated workflows to streamline feedback monitoring and response protocols, enhancing operational efficiency by reducing manual intervention
- Track and report key performance metrics to stakeholders, providing actionable insights for strategic decision-making

Administrator & Marketing Manager — Dec 2024 – Aug 2025
Gyan Edge — Bangalore, India

- Led end-to-end digital transformation initiatives including website development, social media strategy, and marketing automation, driving 40% increase in online engagement
- Managed business development operations and established strategic partnerships with educational institutions to expand market reach
- Optimized front office operations and customer engagement workflows, resulting in improved operational efficiency and customer satisfaction scores
- Implemented data analytics for customer insights and marketing campaign performance tracking

Backend Developer Intern — Apr 2024 – May 2024
Vmoksha Technologies Private Limited — Bangalore, India

- Developed and maintained backend systems using modern development frameworks and best practices
- Collaborated with development team on database design, API development, and system optimization
- Participated in code reviews and contributed to improving application performance and reliability

Technical Support Specialist — Jun 2023 – Feb 2024
PSS Coaching Center — Bangalore, India

- Managed complete technical infrastructure for educational platform, ensuring 99% uptime and seamless delivery of digital learning content
- Troubleshot and resolved technical issues across hardware, software, and network systems, providing timely solutions to minimize disruption
- Implemented system monitoring and maintenance protocols to proactively identify and address potential technical challenges

CERTIFICATIONS

- Responsible AI: Applying AI Principles with Google Cloud – Google Cloud
- Introduction to Large Language Models – Google Cloud
- Python for Machine Learning
- AWS APAC Solutions Architecture Job Simulation
- Data Science & AWS