

# NIKITA SHINDE

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## Objective

A result-driven, dedicated professional with a unique blend of expertise in Business Analysis, Software Testing, DevOps, and HR recruitment, complemented by a sound academic background, seeking an opportunity as a Business Analyst.

## Professional Summary

- Armed with 5 years of diverse work experience, with a strong background in Business Analysis, DevOps, Quality Assurance, and HR recruitment, and holding an M.Sc. in Computers, IT Networks, DevOps, and Cybersecurity.
- Leveraging 2.5 years of experience in HR and around 1 year in manual testing, complemented by around 2.5 years as Business Analyst.
- Successfully worked as a Freelance Product Consultant on a major project that resulted in a boost in client engagement and satisfaction.
- Strong experience and understanding of Agile and Scrum methodologies.
- Demonstrated success in developing and implementing key processes, mitigating security risks, and enhancing the security posture of systems.
- Proven ability to ensure the quality and consistency of software systems through comprehensive quality assurance and control processes.
- Adept at navigating complex regulations and harnessing technology to drive strategic insights and decision-making.

## Technical Skill Set

Analytics and Management:	Jira, Trello, MS Office, and Heap
Cloud Technologies:	Amazon Web Services (AWS)
Programming Languages:	Python
DevOps:	CI/CD, Configuration Management, Agile Development, Git, SVN, Docker, Jenkins
Operating Systems:	Linux (Ubuntu, CentOS, Kali), Windows Server

## Employers

- QloudX from April 2024 to November 2024 as Cloud Engineer
- Freelance Product Consultant and QA Professional from December 2023 to May 2024
- FEV India Pvt. Ltd. from May 2022 to November 2023 as Project Engineer
- Argus System from Nov 2014 to Jan 2017 as HR Recruiter

## Qualifications

- PG-DITISS from CDAC, ACTS Pune in the year 2021-22 with First class.
- M.Sc. (Computer Science) from Shivaji University, Kolhapur in the year 2021 with First class
- PG Diploma in Business Administration (HR) from Symbiosis CDL in the year 2014 with Distinction
- B.Sc. (Computer Science) from Shivaji University, Kolhapur in the year 2010 with First class

## Projects

### I.

**Role:** Business Analyst cum Cloud Support Engineer

**Title:** Cloud Engineer at QloudX

**Period:** April 2024 – Present

**Clients:** DXL, Kering, QloudX internal projects

**Tools:** MS Office, JIRA, AWS

Working as a Business Analyst cum Cloud Support Engineer on multiple QloudX projects, where we offer proprietary cloud management services through our newly developed proprietary software. Primary responsibilities include QloudX product enhancement, testing, and sprint planning. Additional responsibilities include providing cloud support to development teams and various clients, creating reports and timely notifications, managing JIRA boards, participating in scrums, and following Agile practices. Quality assurance and testing tasks related to multiple web projects.

**Key Responsibilities:**

- Managing JIRA boards to create tasks, stories, bugs and following Agile.
- Handling Sprint planning, Scrum, Backlog grooming, and Retrospective meetings.
- Enhance QloudX proprietary products involved in providing client cloud support.
- Providing product enhancement suggestions to clients to increase customer engagement and satisfaction.
- Providing QA support to the tasks developed in a sprint.
- Heap analysis for better decision-making.
- Cloud support for internal and client projects involving log analysis, error analysis, and billing cost management services.

### II.

**Role:** Product and QA Consultant (Freelance) for ExpertsEdge Learning Portal

**Period:** December 2023 – May 2024

**Client:** ExpertsEdge (<https://aiexpertsedge.com/>)

**Tools:** Trello and MS Office for Project Management

ExpertsEdge offers India's first AI-driven adaptive CAT test platform for students. Participated in brainstorming sessions and introduced new and innovative features for their learning portal that set us apart from the domain's competition. I instituted a thorough QA process for the organization that ensured the delivery of a robust product.

**Key Responsibilities:**

- Introduced innovative features such as Lecture Booking, KYC (Know Your Capability) Analysis of a new student, Mathemagics tool, and Vocab Pictionary.
- Introduced a gamified version of the learning portal.
- Carried out daily product development activities that ensured a smooth development cycle for the entire lifecycle of the project.

### III.

**Role:** Software Update Management System (SUMS) Architect.

**Title:** SUMS for VF8, VF9 and VF E-Bus programs at FEV

**Period:** June 2022 – November 2023

**Client:** VinFast LLC

**Tools:** MS Office, Visual Studio Code and Python.

Handled quality software development and requirement analysis. Defined the complete process for SUMS (entire SDLC) - from the requirement gathering to the stage where software is flashed to ECU via OTA.

**Key Responsibilities:**

- Implemented SUMS system for VF8, VF9 and E-Bus programs.
- Built from scratch and maintained SUMS tool, a desktop application, in Python.

## Other Interests

- A Kho-Kho (traditional tag game) player who loves the 'New Feature' tags on tickets.
- A budding chef who loves to feed everyone.