

ANIRUDDHA PATIL

Operation Engineer (Associate)

CONTACT

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PROFILE SUMMARY

A meticulous computer scientist with a master's degree and specialized certifications in Generative AI and Deep Learning. Brings practical experience in operational engineering and technical support from Tech Mahindra, underpinned by rigorous analytical capabilities in Python, SQL, and data visualization. Poised to apply a methodical, data-informed approach to troubleshooting and process improvement within dynamic technical environments.

EDUCATION

- Savitribai Phule University, Pune | 2022 - 2025.
Master of Science in Computer Science GPA: 7.2 / 10
- Bharati Vidyapeeth, Pune | 2018 - 2021.
Bachelor of Science in Computer Science GPA: 6.9 / 10

WORK EXPERIENCE

- Tech Mahindra.
Operation Engineer (Associate) SEP-24 - MAY-25
 - Diagnosed root causes of complex technical issues through systematic analysis, enhancing operational precision.
 - Orchestrated escalation protocols for critical problems, ensuring timely engagement with senior technical teams.
 - Drove a 30% improvement in query resolution performance via process optimization and analytical troubleshooting.
 - Fostered high user satisfaction through empathetic communication and efficient, reliable support delivery.

SKILLS

Technical Support & IT Operations

- Ticketing Systems (e.g. ServiceNow, Jira)
- Remote Desktop Tools | VPN | Hardware Troubleshooting
- Windows OS | Basic Network Troubleshooting (TCP/IP, DNS)

Programming & Databases

- Python | R
- SQL (MySQL, PostgreSQL) | NoSQL (MongoDB)

Data Analysis & AI

- Data Visualization: Power BI, Excel (PivotTables, Charts)
- Generative AI: Prompt Engineering, LLM Fine-Tuning
- Big Data Tools: Hadoop, Spark

Soft Skills

- Analytical Thinking & Root Cause Analysis
- Problem-Solving | Customer Service & Empathetic Communication
- Team Collaboration | Documentation

CERTIFICATIONS

- **Generative AI Certification** | 2024: (LLMs, prompt engineering, AI model fine-tuning)
 - **Deep Learning Certification** | 2024: (Hadoop, Spark, data pipelines, distributed computing)
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INTERNSHIP

11/2023-04/2024

WinlinTech Solutions, Pune.

- Contributed to the development and deployment of a web application, gaining practical experience in the software development life cycle.
 - Collaborated effectively with the team to identify and resolve project-related challenges, showcasing strong communication and problem-solving abilities.
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PROJECT'S

2023- 2024

Crescendo Career development web site:

- Created a dynamic online platform using HTML, CSS, and JavaScript to bridge academic learning with practical experience.
 - The platform provides real-time opportunities, addresses challenges in securing internships, and enhances collaboration between academia and industry. Designed with a focus on usability, it empowers students to gain hands-on skills aligned with their career goals.
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