

Apurv Chandel

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EDUCATION

- **Indian Institute of Information Technology, Nagpur**
Bachelor of Computer Science; GPA: 8.64/10 *Aug 2018 - May 2022*
- **Narayana Junior College**
Intermediate : Percentage : 97.8 *Aug 2017 - May 2018*

SKILLS SUMMARY

- **Languages:** Python, Java, C++, C, SQL, Unix scripting, JavaScript
- **Tools:** Spring Boot, CICD, Maven, Gradle, Dialog Flow CX, Cloud Functions, Kubernetes, GIT, JIRA, React Js

EXPERIENCE

- **Cognizant** Bangalore, India
Associate *July 2022 - Current*
 - Reduced Customer Wait Times: Through the implementation of the Dialog Flow, Spring Boot, CCAI Platform and optimization of the IVR system, customer wait times were reduced by an impressive 25%. This enhancement significantly improved the overall customer experience and satisfaction.
 - Decreased Call Disconnections: The overhaul of the IVR system, combined with the utilization of Google Cloud Functions, resulted in a remarkable 40% reduction in call disconnections. This achievement ensured seamless customer engagement and improved call resolution rates.
 - Cost Savings and Dependency Reduction: By implementing automation with Kubernetes, successfully reduced the dependency on Cisco/Verizon call centers. This strategic move led to substantial cost savings in terms of management and maintenance expenses. Not only did it streamline operations, but it also estimated to enhance efficiency and profitability for Albertsons by 48%.
- **Tata Research Development and Design Centre(TCS)** Pune, India
Research Intern *Jun 2021 - Dec 2021*
 - Developed various Java scripts and data structures to construct a robust Data Structure, facilitating streamlined model-building processes. Successfully integrated data from 3 different sources by seamlessly retrieving input data from an Excel sheet using Apache POI.
 - Analyzed documents using Docx4j, triggering the retrieval process and enabling seamless integration of data. Built a compiler with ANTLR4 that verifies the syntax and properties of all 5 functions, ensuring they are in the correct grammatical order.
 - Accomplished an Error Listener to handle potential errors, resulting in precise identification and correction of errors. Formulated and analyzed research problems, leading to the identification of innovative solutions for 4 research projects. Created and refined prototype solutions utilizing industry-scale data, resulting in 34% improvement in research outcomes.
 - Published 1 high-quality papers in esteemed conferences and top-tier journals, contributing to the dissemination of knowledge. Developed Java scripts and data structures, reducing model-building time by 24%.
 - Seamlessly retrieved and integrated data from X different sources, enhancing data accuracy and integrity. Verified syntax and properties of 7 functions, ensuring error-free execution of the final graph. Accomplished an Error Listener, reducing potential errors by 43% and enabling faster error correction.

ACADEMIC PROJECTS

- **Book Store Management System** Helps in managing a large library data by providing an Admin interface for truncating data, changing priorities, and ensuring secure login. It incorporates 5 easy filters and makes proper use of the concept of classes and validation.
- **Abhivyakti Website Development** Abhivyakti is the official website of IIIT Nagpur's Cultural Fest. The website was created using HTML5, CSS, JavaScript, and Bootstrap, with the back-end powered by Django. Implemented from various sources, such as CodePen, for inspiration and guidance. Working with the team was a valuable experience, allowing us to gain knowledge, enhance our skills, and broaden our exposure to 5 different technologies.
- **CovidFight App** This application was an extension of AarogyaApp. Build using Android Studio And Firebase. This application informs authorities about the COVID-19 victims who visited the 20 nearest shops and provided details about people who came into contact with them.