

Ankita Kadam

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WORK EXPERIENCE

Netcore Cloud

Jan 2022 – Present

Senior Executive

- Implemented SPF, DKIM, and DMARC with DNS setup and monitored domain/IP reputation. Managed IP/domain warm-up plans, resolved inboxing issues, and handled blacklist removals with ISPs using ticketing tools.
- Partnered with internal product and engineering teams to optimize Email, SMS, and WhatsApp API platform capabilities based on client feedback.
- WhatsApp Specialist: Designed and implemented interactive chatbots with advanced features, including multi-product and carousel functionalities, enhancing user engagement and reducing manual support by 30%.
- Migrated Docker-based applications to cloud environments, achieving a 20% reduction in operational costs and a 15% improvement in system performance.
- Conducted advanced Linux system operations, including file modifications, permission management, and ownership settings, ensuring 99.9% system uptime.
- Troubleshoot and resolved complex API and infrastructure issues, consistently meeting or exceeding SLA requirements with a resolution time improvement of 20%.
- Spearheaded cross-functional teams to streamline operational workflows, achieving a 20% increase in efficiency and reducing turnaround time for critical support requests by 15%.
- Developed and optimized SQL stored procedures and user-defined functions to automate business workflows and improve database performance.

TECHNICAL SUMMARY

- **API Development & Integration:** Email API, WhatsApp API, RCS API, SMS API, JSON, Webhooks, Postman.
- **Messaging Solutions:** Proficient in Email, WhatsApp, and SMS-based communication systems with focus on automation and scalability.
- **Cloud Operations:** Docker-to-cloud migrations ensuring seamless application performance.
- **Tools:** SQL Developer, Putty, WinSCP, Freshdesk, Jira, Meta Panel, Operator Panel, DNS Configuration.
- **System Expertise:** Advanced Linux-based troubleshooting and system reliability management.

KEY SKILLS

- Email, WhatsApp & SMS API Specialist
- Technical Expertise & Database Management (SQL)
- Problem Solving & Escalation Handling
- Continuous Learning & Team Collaboration

ACHIEVEMENTS

- Received the Netcore Rising Star Award 2023 for outstanding contributions in implementing advanced messaging solutions and ensuring superior customer delivery.
- Recognized as Star Performer for Q4 2022-2023 for surpassing performance benchmarks in WhatsApp API and SMS solutions.
- Acknowledged as Star Performer for Q3 2022-2023 for playing a pivotal role in cloud migration projects.
- Honored with the Customer Delight Award for resolving customer queries promptly and maintaining high satisfaction levels.
- Appreciated multiple times by the CEO for exceptional performance and exceeding expectations.
- Received 45+ positive CSAT responses from customers in a single month.

EDUCATION

Don Bosco Institute of Technology

Bachelor of Engineering in Electronics and Telecommunication, Secured an aggregate of 8.27 CGPA.

Mumbai, Maharashtra

June 2019 – July 2022

Maratha Mandir's Babasaheb Gawde Institute of Technology

Diploma in Electronics and Telecommunication, Secured an aggregate of 84.18%.

Mumbai, Maharashtra

June 2016 – July 2019

HOBBIES & INTERESTS

- Exploring new cities and states through backpacking.
- Hiking and exploring new trails.