

RESUME

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Dharshan Pitchai **Computer Science Engineer**

Computer Science Engineer with 3 years' experience of assisting with and fulfilling organisation IT needs and requirements. A proven track record as a team player with excellent communication skills, high quality of work, driven and highly self-motivated. Strong negotiating skills and business acumen and able to work independently.

Education

2017 - 2021

Bachelor of Engineering in Computer Science /M.I.E.T. Engineering College, Trichy, Tamil Nadu

2016 – 2017

Higher Secondary in Computer Science / Periyar Centenary Memorial Matriculation Hr. Sec School.

Work Experience

SYSTEM ENGINEER / TATA CONSULTANCY SERVICES, KOCHI, INDIA (2021 – PRESENT)

- Maintenance & enhancement of a Digital website platform for a largest pharmacy store chain in the United States.
- Played a pivotal role in monitoring the performance and health of java-based applications, including Microservices, Spring jobs, and Cron jobs.
- Implemented performance improvement and optimizations in java applications, resulting in faster execution times and a better user experience.
- Created and maintained integrated visualization of application health status using visualization tools Dynatrace, Graphite.
- Created and maintained detailed documentation on common issues and their resolutions, contributing to a knowledge base that aids in issue resolution and training team members.
- Developed and implemented fixes for bugs, leading to reduced downtime and enhanced application reliability.
- Conducted thorough code reviews and debugging sessions to identify and address root causes of software issues, improving overall system stability.
- Managed the timely renewal of both internal and external certificates essential for maintaining the security and functionality of services across production and other environments.
- Provided Level 2 engineering support to end-user retail & pharmacy customers, business personnel and store staffs on their technical issues & needs.

Skills

- Core Java • DevOps • RunOps • Cloud Computing • Database management • Shell Scripting • Unix • Statistical and analytical skills • Communication • Customer Service • Problem-Solving • Time-management • Leadership

Software & Tools Proficient

- Kubernetes • Microsoft Azure • Azure DevOps • Putty • MongoDB • Dynatrace • Grafana • Postman • MQ Explorer • IntelliJ IDEA

Technical Certificates Earned

(2017 – 2024)

- **Microsoft Certified DevOps Engineer Expert** (2024)
- **Microsoft Certified Azure Administrator Associate** (2024)
- **Microsoft Certified Azure Developer Associate** (2023)
- **Microsoft Azure Fundamental** (2023)
- **Microsoft Office specialist** (2017)