

PRANSHUL SHARMA

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PROFESSIONAL SUMMARY

Early-career software engineer with hands-on experience in Java, Python, SQL, REST APIs, web development, enterprise incident investigation, and IoT-enabled attendance systems. Comfortable translating requirements into development tasks, testing and debugging across hardware-software boundaries, documenting work, and collaborating with technical and business stakeholders in distributed teams.

EXPERIENCE

Systems Engineer | Infosys

Sep 2025 - Present

Bengaluru, India

- Completed six months of structured engineering training in Java, Python, DBMS, generative AI fundamentals, business communication, and professional development.
- Support an enterprise contact-center and telephony environment using Cisco CUCM, Cisco Finesse, and Verint; investigate operational defects, document findings, and coordinate resolution with support teams.
- Track incidents and system dependencies, communicate clear status updates, and follow defined support and escalation procedures to help maintain service continuity.
- Building domain knowledge for an upcoming transition to the NICE cloud platform, including current workflows, integration dependencies, and support processes.

Freelance Software & Technology Associate | Independent Projects

Sep 2023 - Sep 2025

Dehradun, India

- Gathered client requirements, clarified business and user workflows, and translated operational needs into actionable software-development tasks.
- Contributed to delivery of an attendance management solution integrating ESP32/Raspberry Pi hardware with web, Android, and iOS applications and REST API-based workflows.
- Participated across development coordination, functional testing, demonstrations, deployment, and post-release issue resolution; validated behavior across device and application layers.
- Documented workflows, dependencies, defects, and client feedback to support collaboration and reliable handoffs.

Information Technology Intern | THDC India Limited

Jul 2024 - Aug 2024

Rishikesh, India

- Supported internal web-development and structured data-reporting activities, completed assigned tasks within expected timelines, and communicated progress to team members.

SELECTED PROJECT

IoT-Enabled Attendance Management System | Web, Mobile & Edge Device Integration

- Helped integrate attendance hardware with web and mobile applications, supporting requirements clarification, REST API workflows, testing, client feedback, deployment, and defect resolution.
- Investigated issues across device connectivity, application behavior, and user workflows; reproduced defects, documented observations, and validated fixes before delivery.

EDUCATION

Bachelor of Technology in Computer Science and Engineering | Graphic Era Hill University

2021 - 2025

Dehradun, India

TECHNICAL SKILLS

Programming: Java, Python, SQL

Software Development: REST APIs, DBMS, web and mobile applications, debugging, functional testing, technical documentation

Tools & Practices: Git, GitHub, version control, Agile/Scrum fundamentals, issue tracking, code review fundamentals, VS Code

Cloud & Platforms: AWS cloud fundamentals, NICE Cloud fundamentals, Cisco CUCM, Cisco Finesse, Verint

Hardware: ESP32, Raspberry Pi, IoT device integration

CERTIFICATIONS

Claude Architect Certification | AWS Cloud Training - Infosys Foundation / ICT Academy | Introduction to Prompt Engineering with GitHub Copilot - Simplilearn