

SAURABH DADHICH

Software Developer | Java • Angular • Python • AI/LLM • Azure • ITIL

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PROFESSIONAL SUMMARY

Software Developer with 5+ years of experience in full-stack development, production support, and AI-powered solutions. Expertise in Java, Angular, Python/FastAPI, Azure, and LLM integrations. Proven in ITIL-based Incident & Problem Management, RCA, and AI architecture reviews. Winner of TCS AI Fridays (S2) for building a voice-biometric AI assistant. Designed an AI Service Desk solution incubated for enterprise development at Tata Steel.

KEY ACHIEVEMENTS

- **First Place – TCS AI Fridays (S2), Kolkata:** Built VoiceCareAI, a voice-biometric assistant with MFCC speaker ID, RBAC/consent engines, Groq LLM (Llama-3.1) & Whisper STT, FastAPI/SQLite backend, deployed on Render.
- **AI Service Desk – Tata Steel:** Designed an AI-powered Service Desk solution; incubated and approved for enterprise development.
- **AI Architecture Reviews – Tata Steel:** Conducted 2 AI architecture reviews for enterprise initiatives, evaluating technical feasibility, scalability, and integration strategy.
- **Problem Management Excellence – TCS:** Recognized for ITIL process implementation, RCA coordination, and permanent resolution of recurring incidents via ServiceNow.
- **Budding Star Award – Capgemini:** Awarded for outstanding contribution to the Idea Platform project.

WORK EXPERIENCE

System Engineer | Tata Consultancy Services Limited | Kolkata, India | Oct 2022 – Present

- Project: Tata Steel Netherlands (Europe) — Full Stack Java Developer, Production Support & AI Solutions
- Developed enterprise apps using Java, Struts, DB2; resolved 100+ incidents with minimal disruption.
- Led Problem Management via ServiceNow: coordinated RCAs, investigated recurring issues, raised Problems for permanent resolution.
- Designed an AI Service Desk solution; incubated and approved for enterprise development.
- Conducted two AI architecture reviews for enterprise initiatives, assessing feasibility, scalability, and integration.
- Won TCS AI Fridays (S2) by building VoiceCareAI — voice-biometric assistant with FastAPI, SQLite, Groq LLM/Whisper STT, MFCC speaker ID, RBAC, consent engine, and audit trails.

Analyst | Capgemini Technology Solutions India | India | Jun 2021 – Sep 2022

- Project: Idea Platform — UI/UX & Front-end Development
- Delivered UI/UX designs and developed responsive Angular front-end; managed SIT/UAT/Prod deployments.
- Awarded "Budding Star" for exceptional performance and rapid project contribution.

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, TypeScript, HTML, CSS, SQL

Frameworks: Angular, FastAPI, Struts, Bootstrap

AI/ML & LLM: Groq API, GPT 4.1 mini, Whisper STT, Llama-3.1, MFCC Voice Biometrics, Speaker ID, NLU/Intent Engine, RAG Concepts

Databases: DB2, SQLite, MySQL

Cloud & DevOps: Microsoft Azure (AZ-900), Render, Cloudflare, Application Monitoring

ITSM: ServiceNow, ITIL, Incident/Problem/Change Management, RCA, KPI Reporting

Design: UI/UX Design, Figma, Wireframing, Prototyping

Methodologies: Agile, Scrum, AI Architecture Review, Solution Design

EDUCATION

B.Tech in Computer Science and Engineering | Presidency University, Bangalore | 2017 – 2021

12th Standard (ISC) | St. Thomas' Church School | 2016 – 2017

CERTIFICATIONS

[Microsoft Azure Fundamentals \(AZ-900\)](#) • [Google UX Design Certificate](#) • [Agile Software Development](#)

LANGUAGES

English (Full Professional) • **Hindi** (Full Professional) • **Bengali** (Full Professional)