

SANCHIT KAUSHAL

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PROFILE

Technical Support Engineer and full-stack developer with 1.5 years of experience in IT infrastructure, workflow management, and AI-augmented development. Proficient in vibe coding with AI tools (Claude, Antigravity, GitHub Copilot, Cursor, ChatGPT), accelerating software delivery by 40%. Managed workflow allocation for a 15-member team at Wipro, distributing 200+ monthly support tickets. AWS Academy certified. Currently pursuing an MSc in Computer Science at the University of East London.

Seeking an Industrial Placement from June 2026 to January 2027. Adaptable and open to roles within IT, software development, data analytics, AI/ML, DevOps, or technical operations — ready to contribute from day one.

EDUCATION

MSc in Computer Science (with Industrial Placement) — University of East London, UK September 2025 – Present

Modules: Advanced Software Engineering, Big Data Analytics, AI and Machine Vision, Computer Security, Cloud Computing.

BCA (Bachelor of Computer Applications) — Khalsa College Amritsar, India

August 2019 – June 2022 | 81.08%

Modules: Programming in C, DBMS, Operating Systems, Java, Computer Networks, Python, Web & Mobile App Development, AI.

WORK EXPERIENCE

Technical Support Engineer and Workflow Manager, Wipro, India

April 2022 – September 2023

- Resolved 50+ hardware and software issues monthly on Dell Data Domain devices, cutting system downtime by 25%.
- Allocated 200+ monthly support tickets across a 15-member team, balancing workloads based on expertise and availability.
- Partnered with Dell Technologies to escalate and resolve 30+ complex cases, increasing customer satisfaction scores by 10%.
- Monitored 3 ticket queues daily, balanced workloads across shifts, and mentored 5 new team members on troubleshooting protocols.

Professional Development & Activities

October 2023 – December 2024

- Managed daily administration and scheduling for a family-run business, coordinating 20+ client appointments per week.
- Mentored 1 underprivileged student to secure employment at a multinational corporation and led 3 community IT workshops.

SKILLS

- Technical: Python, JavaScript/TypeScript, C, C#, ASP.NET, HTML/CSS, SQL, Linux, RAID Configuration, Remote Support Tools, Hardware Diagnostics, Git/GitHub, Docker, REST APIs.
- AI & Vibe Coding: Claude (Anthropic), Antigravity AI, GitHub Copilot, Cursor IDE, ChatGPT, Gemini, Prompt Engineering, AI-Augmented Development, Generative AI Workflows, LLM Integration, Machine Learning, Multi-Agent Architecture.
- Cloud & DevOps: AWS Cloud Foundations, Vercel, Cloud Computing, CI/CD Pipelines, Infrastructure Monitoring, Serverless Architecture.
- Frameworks & Tools: Next.js, React, Node.js, Flask, MS Office, Google Workspace, Jira, ServiceNow, Selenium, WebAssembly (WASM).
- Soft Skills: Problem-Solving, Leadership, Time Management, Communication, Adaptability, Team Collaboration, Mentoring.
- Languages: English (Proficient), Hindi (Proficient), Punjabi (Proficient).

PROJECTS

Career Profile Optimization and Interview Simulation System (Career Coach AI)

<https://novoracareer.vercel.app/>

Architected a production-ready full-stack application using Next.js 14, TypeScript, and Vercel Edge Functions, delivering 12 AI-powered modules.

Launched ATS Resume Review, Mock Interview Simulator, and Career Path Analyzer modules, serving 500+ users within 3 months.

Engineered a privacy-first Semantic Vector Scoring engine by compiling HuggingFace's all-MiniLM-L6-v2 into WebAssembly (WASM), enabling zero-cloud local computation and eliminating all API costs.

- Deployed a multi-agent AI architecture utilizing Groq's LPU API to evaluate candidates across 8 skill dimensions simultaneously, reducing processing latency by 60% and delivering real-time feedback in under 2 seconds.

Matrimonial Website (Academic Project).

- Designed and developed a collaborative web-based matchmaking platform using C# and ASP.NET, supporting 100+ user profiles with search and filtering capabilities.

CERTIFICATIONS

- AWS Academy Graduate – AWS Academy Cloud Foundations by Amazon Web Services (AWS), March 2025.
- Generative AI Fundamentals and Responsible Usage at Wipro by Wipro, August 2023.
- Google IT Support Professional Certificate by Coursera (Google).
- CNSS Certified Network Security Specialist by ICSI, UK, June 2020.

ACHIEVEMENTS AND EXTRA-CURRICULAR ACTIVITIES

- Earned Customer Excellence Award for outstanding service in the Dell Data Domain project at Wipro, recognized among top 5% of 200+ engineers.
- Tech Competition Awards: 1st Place – IT Quiz (PLASMA 2022); 3rd Place – Hands-on Keyboard; 3rd Place – Brain-O-Mania Quiz.
- Coordinated 10+ technical events as Volunteer at the Tech-Era Computer Society, Khalsa College Amritsar.
- Created an in-depth tutorial on flashing stock ROM, garnering 5,000+ views and recognition within the tech community.