ESWAR SAI ARDHAKULA

QA ANALYST — Agile Project Management, Operations Management, Testing

✉ ardhaksai@gmail.com 📞 (+1) 226-961-8668 📍 Ontario in LinkedIn

SKILLS

- **QA Tools**: Sanctions screening systems, audit tools, compliance monitoring, data validation workflows.
- **Data & Reporting**: Power BI, Advanced Excel, key quality metrics tracking, process reporting analysis.
- **Programming & Automation**: Python scripting, data extraction, workflow automation, process optimization.
- **Project Management Tools**: Jira, Agile Scrum methodologies, business validation testing, Office 365 Suite.

WORK EXPERIENCE

Event Manager & Operations Supervisor　　　　　　　　　　　**October 2023 – Present**
Thyme Kitchen　　　　　　　　　　　　　　　　　　　　　　　　　　*Ontario*

- Coordinated 35 large-scale events by structuring vendor negotiations and scheduling workflows, which elevated client satisfaction scores by 25% and expanded recurring business engagements across regional corporate accounts.
- Engineered operational budgets by applying resource allocation models and monitoring performance metrics, cutting costs by 22% and sustaining profitability benchmarks with consistency across different hosted programs.
- Directed acquisition pipelines by engaging business owners through requirement analysis, onboarding corporate clients into event portfolios that collectively increased annual revenue growth trajectories within one fiscal cycle.

Assistant System Engineer　　　　　　　　　　　　　　**July 2021 – December 2022**
Tata Consultancy Services (TCS)　　　　　　　　　　　　　　　　　　　*India*

- Streamlined incident resolution frameworks by deploying ticket prioritization scripts that cleared 30% of backlogs, reducing downtime hours and enhancing overall system availability for different global client applications.
- Facilitated cross-border communication channels by integrating reporting with collaboration suites, which improved offshore coordination accuracy by 27% and sustained adherence to client-driven service delivery metrics.
- Executed system performance analysis via log mining and user-behavior modeling, generating datasets that guided development teams and reduced recurring technical escalations by 18% within the observed operations.

Project Intern　　　　　　　　　　　　　　　　　　**January 2021 – May 2022**
Centre for Air Borne Systems (CABS), DRDO　　　　　　　　　　　　　　　*India*

- Constructed data acquisition modules for virtual instrumentation software by applying design based analytics, improving industrial power quality monitoring efficiency by 10% & ensured compliance with benchmarks.
- Drafted technical documentation with system specifications and test protocols, which standardized development cycles and accelerated peer-reviewed publication timelines by 17% within engineering research programs.
- Delivered prototype enhancements by collaborating with research engineers using frameworks, which optimized circuit simulation accuracy by 15% and enabled reliable experimental validations in system development phases.

PROJECTS

Vodafoneziggo
QA Analyst

- Optimized IT ticketing by redesigning escalation paths and validation rules within service management systems, cutting backlog volumes by 30% and ensuring improved resolution efficiency across distributed environments.
- Consolidated stakeholder communication by embedding performance dashboards into collaboration tools, which streamlined engagement accuracy and produced a 25% rise in alignment for system enhancement deliverables.
- Executed functional testing cycles through requirement traceability and issue triaging, uncovering critical defects prior to deployment and reducing post-release incident frequency by 22% across enterprise system rollouts.

PUBLICATIONS

- *Development of Virtual Instrumentation System for Industrial Power Quality Analysis*　　　　View
- *Supervisory Virtual Instrumentation for Secured Chemical Process Plant Monitoring*　　　　View

EDUCATION

Master of Engineering in Electrical and Computer Engineering　　**January 2023 – August 2024**
University of Windsor, Ontario

Bachelors in Electronics and Communication Engineering　　　　**June 2017 – May 2021**
Veltech RR and Dr. SR University, India

CERTIFICATIONS & ACHIEVEMENTS

- **Certified Scrum Master (CSM)** – Scrum Alliance, TCS Internal Training
- **Power BI** – LinkedIn Learning
- **Python for Beginners** – CodeChef
- **TCS Star Performer Award (2021-2022)**