

Nilesh Kumar Singh

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PROFESSIONAL SUMMARY:

Technology professional with a blend of software development and customer support experience. Hands-on knowledge of Java, web applications, databases, and system troubleshooting, combined with experience in handling client requests, investigating issues, and delivering timely resolutions. Recognized for strong problem-solving abilities, effective stakeholder communication, and adaptability in both development and support-focused environments.

TECHNICAL SKILLS:

- Programming & Development:** Java, JS, Spring Boot, React.js, HTML, CSS, REST APIs, Mongo DB, Git, AI- Assisted Development, Low-Code/No-Code Tools.
- Technical Support & Operations:** Incident Management, Troubleshooting, Ticket Resolution, Root Cause Analysis (RCA), User Support, Service Delivery, Process Documentation, Knowledge Transfer.
- Systems & Tools:** Google Workspace (Gmail, Drive, Meet, Calendar), MS Office Suite, Linux Fundamentals, Networking Fundamentals, Networking Fundamentals (DNS, TCP/IP, VPN).
- Professional Skills:** Problem Solving, Customer Support, Client Communication, Stakeholder Management, Team Collaboration.

PROJECTS:

NewVacancy.live – AI-Powered Job Portal | React.js, Node.js, Express.js, MongoDB

Jan 2026 – March 2026

Live: <https://www.newvacancy.live/> | **GitHub:** https://github.com/NileshCss/NV_NewVacancy.git

- Developed a full-stack job portal enabling users to search, apply, and manage job applications.
- Implemented AI-based features including resume analysis, ATS scoring, and job matching system.
- Integrated authentication, role-based access control, and recruiter dashboard functionalities.
- Designed responsive UI for seamless user experience across devices.
- Deployed application using modern hosting platforms ensuring scalability and performance.

Gramin Samasya – Community Issue Tracking System | Java, Spring Boot, REST API, React.js

Jan 2025 – Aug 2025

- Developed a full-stack web application for reporting and tracking community issues.
- Implemented role-based access control and real-time issue tracking functionality.
- Built RESTful APIs using Spring Boot for backend services and data management.
- Designed interactive and responsive UI using React.js for better user experience.
- Enabled dynamic dashboard for monitoring and managing reported issues
- Integrated backend with database for storing and retrieving issue data.

RELEVANT EXPERIENCE:

RCS TECHNOLOGY

Bangalore

Java Software Developer

August 2024 – Jan 2025

- Completed training in core and advanced Java, including Object-Oriented Programming, Collection, Multithreading.
- Worked on Server-side logic using Java Servlets and JSP to create dynamic web content
- Used Spring features like Dependency Injection and Aspect-Oriented Programming (AOP) for building the application.
- Connected the application to MySQL using JDBC for data storage and retrieval.
- Designed responsive web page using HTML, CSS, and JavaScript.
- Helped in deploying the project on a local server for testing and feedback.
- Tested the application for proper functioning, performance, and browser compatibility.

PROFESSIONAL EXPERIENCE:

ReSource Pro

Bangalore

Associate (Service Delivery – P&C Insurance Domain)

June 2025 – Present

- Managed end-to-end P&C insurance operations following client-defined workflows and compliance standards.
- Worked across multiple Lines of Business (LOBs) including Commercial Property, M&A, Allied Healthcare, MPW, AOP Buy-down, and WDBB.
- Processed policy submissions by entering insured and coverage details to generate accurate quotes.
- Handled policy issuance and loss runs processing with high accuracy and adherence to compliance requirements.
- Collaborated with US clients and cross-functional global teams to onboard new processes.
- Delivered high-priority and time-sensitive requests within strict turnaround timelines (TAT).
- Maintained daily and monthly production reports supporting client billing operations.
- Managed escalations and provided Root Cause Analysis (RCA) within defined timelines.
- Communicated with client stakeholders via email to resolve issues and provide regular updates.
- Supported training and knowledge transfer for new team members.

Elcamino Software Pvt. Ltd

Bangalore

Client Support Analyst (Email Marketing Moderation & Data Labeling)

Jan 2025 – June - 2025

- Performed email moderation and data labelling to support AI/ML model development and marketing compliance.
- Provided technical troubleshooting and support for client queries via email and chat channels.
- Managed tickets and documented actions to ensure accurate communication between technical and client teams.
- Strengthened analytical and multitasking skills while maintaining high accuracy in data-driven projects.

CERTIFICATIONS:

Introduction to Object-Oriented Programming with Java – [Coursera](#)

AWS Cloud Technical Essentials – [Amazon Web Services](#)

Introduction to DevOps – [Coursera](#)

Introduction to Web Development – [Coursera](#)

Machine Learning with Python – [Coursera](#)

ACHIEVEMENTS:

- Presented research paper on “Multiple Face Recognition Attendance System Using Deep Learning” at ICADMS 2024 (International Conference).
- Participated in an International Conference focused on AI-driven decision making and agile practices.
- Developed a deep learning-based system for real-time face recognition and automated attendance.
- Applied computer vision techniques for face detection and feature extraction.
- Demonstrated strong research, technical presentation, and problem-solving skills.

EDUCATION:

Acharya Institute of Graduate Studies | Bengaluru City University

Karnataka (Bangalore)

Master of Computer Application (MCA) | CGPA: 8.31

November 2022 – December 2024

St. Columba's College Hazaribagh | Vinoba Bhave University

Hazaribagh (Jharkhand)

Bachelor of Computer Application (BCA) | CGPA: 7.74

August 2019 – August 2022

HOBBIES:

- Playing cricket – active participation in team-based sports.
- Reading technical and self-development books.