

Nilesh Kumar Singh

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PROFESSIONAL SUMMARY:

Motivated MCA graduate seeking an entry-level opportunity as an IT Support Engineer, System Administrator, Desktop Support Engineer, Technical Support Engineer, or NOC Engineer. Strong foundation in computer network, operating system, SQL, troubleshooting, and customer support with excellent analytical and communication skills. Eager to learn new technologies and contribute to organizational success.

PROJECTS:

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

Live: <https://www.newvacancy.live/>

- Founded and developed an AI-powered recruitment platform connecting job seekers with employers.
- Engineered responsive user interfaces and integrated RESTful APIs for seamless application workflows.
- Designed features including authentication, ATS resume scoring, AI-powered job matching, and role-based access control.
- Improved application performance through testing, debugging, deployment, and database optimization.

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

- Built a Web application to report and track community issues
- Developed REST APIs and database integration.
- Worked in a team as project leader.

PROFESSIONAL EXPERIENCE:

SDU Associate

ReesourcePro

Bengaluru
Jun 2025 – Aug 2026

- Worked in the **Property & Casualty (P&C) insurance domain**, supporting insurance-related business processes.
 - Worked on the **SLB project** and handled insurance documentation and process-related activities.
 - Used **ImageRight and AIM** for document processing, review and binding-related activities.
 - Reviewed insurance information and documents for accuracy, completeness and adherence to defined process requirements.
 - Performed data validation and quality checks to identify discrepancies and ensure accurate processing.
 - Maintained process documentation and followed established quality and compliance procedures.
 - Investigated process-related issues and coordinated with relevant stakeholders for resolution.
 - Worked with operational reports and maintained accuracy while handling high-volume insurance data.
 - Contributed to team-level reporting, process updates and day-to-day operational activities.
 - Developed practical understanding of **P&C insurance processes, insurance documentation and business workflows**.
 - Consistently followed turnaround-time, quality and productivity requirements.
- Skills:** Advanced Excel, Data Analysis, Reconciliation, Quality Assurance, Process Improvement.

Elcamino Software Pvt. Ltd.

Email Moderator/Data Labeling Associate

Bengaluru
Jan 2025 – June 2025

- Reviewed and classified large volumes of digital content according to predefined guidelines.
- Performed data validation and quality checks to maintain accuracy and consistency.
- Identified inconsistencies and escalated exceptions according to process requirements.

TECHNICAL SKILLS:

- **Operating System:** Windows 10/11, Windows Server (Basics), Linux (Basics).
- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN, VPN, Network Troubleshooting.
- **Programming:** Java, JavaScript, HTML, CSS
- **Tools:** Git, VS Code, IntelliJ IDEA, MS Office
- **Databases:** MySQL, MongoDB
- **AI Workflow:** LLMs, Claude, Prompt Engineering, Structured Outputs
- **Tools:** Git, VS Code, IntelliJ IDEA

EDUCATION:

Acharya Institute of Graduate Studies | Bengaluru City University

Master of Computer Application (MCA) | CGPA: 8.31

Karnataka (Bangalore)
November 2022 – December 2024

St. Columba's College Hazaribagh | Vinoba Bhave University

Bachelor of Computer Application (BCA) | CGPA: 7.74

Hazaribagh (Jharkhand)
August 2019 – August 2022