

MRIDUL SINGHAL

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Education

MIT World Peace University

Bachelor of Technology in Computer Science Engineering

July 2017 – May 2022

Pune, Maharashtra

Relevant Coursework

- Database Management
- Algorithms Analysis
- Software Methodology
- IT Service Management
- Systems Programming
- Artificial Intelligence
- Computer Architecture
- ERP Systems

Experience

Michelin India Pvt. Ltd.

Application Support Engineer

July 2022 – Present

Pune, Maharashtra

- Supported over 10+ mainframe and web-based applications for the Europe Zone, including IBM TPX V5-based mainframes and web systems.
- Developed 100+ Splunk dashboards and automated alerts, reducing the need for manual monitoring and improving issue detection by 25%.
- Supported mainframe and web-based applications, working with MySQL, PostgreSQL, and MongoDB databases.
- Monitored Kafka streams for real-time data flows between applications and CFT for mainframe transfers, leading to a 15% decrease in data errors.
- Conducted quarterly access reviews for over 30 applications, ensuring compliance with security standards and reducing unauthorized access incidents.
- Automated daily monitoring tasks, saving the team 2 hours per day in manual checks.

Projects

Apartment Management System | *Language Used : Python, SQL*

November 2020

- Developed an admin panel for the secretary to manage resident information and oversee operations.
- Created a resident panel for submitting complaints, grievances, and receiving gate notifications.
- Implemented a resident directory to facilitate easy access to contact information.
- Designed a social forum to promote interaction and community building among residents.
- Included maintenance notifications and meeting logs to streamline communication and record-keeping.
- Utilized SQL for database management to ensure efficient data retrieval and storage.

Multi-Level Car Parking System | *Language Used : C++, SQL*

April 2017

- Developed a multi-level car parking system with a command-line GUI, featuring intuitive menu options for user interaction.
- Utilized stacks for managing parked cars and queues for handling waiting vehicles efficiently.
- Implemented functionalities for parking, retrieving cars, and calculating parking fares based on duration.
- Designed a user-friendly interface that facilitated seamless navigation and interaction.
- Integrated error handling for scenarios like full parking levels and invalid inputs to enhance user experience.
- Conducted thorough testing to ensure reliability and performance under various conditions.
- Documented code extensively and provided a comprehensive user manual for operational guidance.

Library Management System | *Language Used : C++, SQL*

January 2017

- Developed an admin panel for managing library operations, including book inventory and user accounts.
- Created a user panel for library patrons to submit feedback, track loans, and access notifications.
- Implemented a user directory for easy access to user information and borrowing history.
- Utilized SQL for efficient database management, ensuring reliable data storage and retrieval.

Technical Skills

Languages: Python, C, C++, HTML/CSS, SQL, MongoDB, Splunk Processing Language (SPL)

Databases: MySQL, PostgreSQL, MongoDB

Technologies/Frameworks: MongoDB, MySQL, IBM TPX V5, Kafka, CFT, Splunk, Linux, WordPress

Monitoring/Tools: Splunk, Azure Storage Explorer, IBM C3TSO

Other: Prompt Engineering, HTML/CSS

Certifications

Information Technology Infrastructure Library

May 2025

- ITIL 4 Foundation Certificate in IT Service Management - GR671777078MS

MongoDB

September 2024

- MongoDB Database and Security (MDB100)
- MongoDB Optimization and Performance (MDB200)