

SUTIKSHAN MAHAJAN

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OBJECTIVE

Forward-deployed engineer who works directly alongside customers to turn complex, real-world application problems into reliable, production-ready software. Combines hands-on debugging, root-cause analysis, and rapid prototyping with clear customer communication to deploy, stabilise, and scale AI-powered products in live environments—owning every issue end to end, from first report to verified fix and documented solution.

EXPERIENCE

Ai Reliability Engineer / FDE – Emergent (Dec 2025 – Current)

Bengaluru, India

- Led users from complex application issues to reliable, production-ready solutions by debugging code, identifying root causes, and implementing robust fixes across their apps and development workflows—leveraging systematic debugging and root-cause analysis to improve reliability, resilience, and performance.
- Supported engineering teams in designing reliable products to fulfill customer requirements.
- Developed training material and attended sessions to enhance team knowledge and skills.

Database Engineer Intern – Wipro (July 2025 – Sept 2025)

chandigarh, India

- Developed and maintained database structures, enabling efficient data storage and retrieval.

EDUCATION

Bachelors In Cs Engineering	Chandigarh University	8.8GPA	2022 - 2026
Secondary Education	Montessori Cambridge(CBSE)	86.4%	2020 - 2022
Matriculation	LFCS(ICSE)	84.6%	2019 - 2020

TECHNICAL SKILLS

- Python | JavaScript | React | Node.js | REST APIs | Git & Version Control | SQL | MongoDB
- AI / LLM Application Debugging | Prompt & Agent Troubleshooting | Code Debugging | Application Troubleshooting | Escalation & Handover | Deployment & Environment Failure Analysis

INTERPERSONAL & PROFESSIONAL SKILLS

Proactive Problem Solving | Analytical Thinking | Ownership & Accountability | Team Collaboration | Time Management | Initiative & Leadership | Adaptability | Excellent Communication | Detail Oriented

AWARDS & ACHIEVEMENTS

• **Built “Trinity” – Internal Ticket Management Tool**

Designed and shipped Trinity, a ticketing tool vite-coded entirely on Emergent, to manage and track user tickets end to end. Now adopted as the team’s primary ticketing system in place of Atlas.

• **Best Employee of the Month (Awarded Thrice) – Emergent**

Recognized three times for consistently resolving high-priority customer issues, driving faster resolution times, and delivering reliable, production-ready fixes.

• **30+ Positive Trustpilot Reviews – Customer Satisfaction Impact**

Earned 30+ positive Trustpilot reviews from users personally supported, directly contributing to a measurable rise in the company’s overall rating and strengthening its public reputation for reliable technical support.