
RISHI OBEROI

Glasgow, United Kingdom ♦ **Web:** <https://rishioberoi.tech/> ♦ LinkedIn

PROFESSIONAL SUMMARY

Customer-focused technical professional with experience supporting AI-driven, cloud-based, and API-connected web applications in Agile and Scrum environments. Brings a background in technical support, security-conscious debugging, defect triage, API and endpoint validation, root cause analysis, and quality assurance across complex workflows and production-facing systems. Experienced in analysing logs, network traffic, runtime behaviour, and system-level errors to support regression testing, fix verification, release readiness, and platform stability. Works effectively with developers, suppliers, stakeholders, and end users, combining teamwork, clear communication, and high-quality service delivery.

SKILLS

- Cloud Security Fundamentals (Azure & AWS)
- Support Tools (Zendesk, ServiceNow)
- Agile & Scrum Delivery (Jira, Gantt)
- Technical Demos & Stakeholder Walkthroughs
- Contact Centre & CRM Integrations
- API & Endpoint Validation (cURL, JSON)
- Debugging (Browser DevTools, System Logs)
- Defect Documentation & Fix Validation
- C++, Python, TypeScript, HTML, CSS
- NoSQL Querying & Data Analysis (Cosmos DB)

WORK HISTORY

Technical Specialist - Cloud and AI

May 2024 – Present

Voice Secure Global – Glasgow, United Kingdom

- Tested and deployed fintech web apps using TypeScript, Node.js, Python, and Figma, integrating Azure OpenAI into chatbots and dashboards, optimising user journeys, and delivering stakeholder-facing technical demos.
- Managed customer support activity with ServiceNow, helping track support tickets, communicate updates, and support timely issue resolution across app, user account, and subscription workflows.
- Troubleshoot and debugged React/Vite, FastAPI, Redis, and Cosmos DB through log and network analysis, identifying root causes and running regression tests to improve user experience and platform stability.
- Collaborated with developers, suppliers, and stakeholders to support defect triage, document reproduction steps, update ticket records, track follow-up actions, and deliver customer-facing technical support.
- Led integrations for contact centre solutions across CRM, API and IVR workflows, including Dynamics 365 and HubSpot, helping improve agent SLA performance through AI-driven routing with Solgari and Microsoft.

Windows 11 Deployment Engineer

January 2024 – April 2024

NHS Greater Glasgow and Clyde Glasgow, United Kingdom

- Deployed Windows 11 across PCs, configuring domain access with Entra ID, Group Policy, PowerShell, and AddToGroups, validating build readiness through Intune and SCCM, and preparing OS installs with DiskPart.
- Prepared deployment images, configured OS installs, applied BIOS and firmware updates, and diagnosed configuration faults, workstation failures, and system-level errors.
- Worked with technical teams to resolve incidents, support end users, and restore stable working environments.

Cyber Security Trainee - Upskill in Cyber

May 2023 – December 2023

SANS Institute – London, United Kingdom

- Completed HMRC's Upskill in Cyber traineeship, delivered by SANS Institute, with practical training in protecting enterprise systems, data, and infrastructure across network, endpoint, and cloud environments.
- Applied NIST, MITRE ATT&CK, and defence-in-depth principles across vulnerability management, Windows, Linux, Azure, AWS, traffic analysis, log interpretation, system hardening, and computer forensics.

Quality Assurance Engineer - Software Automation

July 2022 – April 2023

Tekbo – Clydebank, United Kingdom

- Developed C++ and Python automated test scripts and regression suites for 3D CAD software, validating REST APIs and application behaviour.
- Integrated AI computer vision and image-processing workflows using NumPy, OpenCV, and Pillow for output verification, preserving file integrity across the data pipeline by restoring EXIF metadata when transfer-bridge stripping occurred.
- Investigated defects by analysing digital artefacts including logs, manifests, runtime behaviour, file metadata, and test results, supporting debugging, root cause analysis, and reliability improvements in collaboration with developers and through client-facing technical walkthroughs.

Quality Assurance Engineer - German Localisation

April 2018 – January 2020

Pole To Win – Glasgow, United Kingdom

- Tested German localisation across global software releases to ensure linguistic accuracy and functional stability across web, mobile, and desktop applications.
- Validated UI text, context, layout, and in-product behaviour, identifying defects that affected usability, clarity, and release quality.
- Triaged and resolved support tickets in Zendesk, documenting defects with clear bug reports and reproducible steps to help development teams resolve issues faster and maintain stable multilingual releases.

EDUCATION

Diploma of Higher Education: Technological Education

August 2023

University of Glasgow – Glasgow, United Kingdom

Certificate of Higher Education: Computer Games (Design)

July 2019

Glasgow Caledonian University – Glasgow, United Kingdom

CERTIFICATES

Certificate of Completion: SEC401, Security Essentials - Network, Endpoint, and Cloud

September 2023

SANS Institute – London, United Kingdom

Certificate of Completion: SEC275, Security Foundations - Computers, Technology, and Security

August 2023

SANS Institute – London, United Kingdom

LANGUAGES

English: Fluent

German: Fluent

Spanish: Intermediate

Hindi: Beginner

WORKSTATION

- NVIDIA GeForce GTX 5070 Ti
- AMD Ryzen 7 9800X3D (4.70 GHz)
- 64 GB DDR4 RAM
- 100 Mbps Download and 50 Mbps Upload

CLEARANCES & CHECKS

- Right to Work in the UK and EU (EU Settlement Scheme, German Passport)
- Enhanced DBS Certificate
- Eligible for BPSS and Security Check (SC) Clearance
- Driving License