# RISHI OBEROI

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## PROFESSIONAL SUMMARY

Customer-focused technical support engineer for AI-driven, cloud-based, and API-connected web applications in Agile/Scrum environments with CI/CD workflows. Background in automation, localisation, security-conscious debugging, defect triage, contact centre and CRM integrations, endpoint validation, and root cause analysis. Experienced in analysing logs, network traffic, and system diagnostics to verify fixes and support software releases. Combines application troubleshooting and customer support with UI and regression testing, technical walkthroughs, and evaluation of LLM outputs to improve user experience and platform reliability.

## SKILLS

| Cloud Systems & Infrastructure | AI & Quality Automation | Security & Support Operations |
|---|---|---|
| CI/CD: GitHub, Azure DevOps | Azure OpenAI, LLM Evaluation | Splunk, Wireshark, cURL, Browser DevTools |
| Azure Cosmos DB, Redis | OpenCV, NumPy, Pillow (PIL) | OAuth2, IAM, Access Debugging |
| React, Vite, Node.js, FastAPI | Python, TypeScript, SQL, C++ | NIST, MITRE ATT&CK, OWASP Top 10 |
| Bash, Linux CLI, PowerShell Cmdlets | Playwright, Cypress, Selenium | Zendesk AI, HubSpot CRM, Dynamics 365 |
| Jira, Slack, Sprints, Tech Demos | Figma, HTML, CSS (Tailwind) | ServiceNow, Solgari, API/IVR Workflows |

## WORK HISTORY

**Technical Specialist (L3 / Tier 3 Support Engineer) – Cloud & AI Systems** December 2023 – Present
**Voice Secure Global** – Glasgow, United Kingdom

- Tested and deployed fintech web apps using TypeScript, Node.js, Python, Tailwind CSS, and Figma; supported Azure DevOps CI/CD, integrated Azure OpenAI into chatbots and dashboards, applied defined criteria to optimize LLM quality, and developed critical fixes.
- Managed customer support activity with Zendesk AI and Jira, helping track support tickets, communicate updates, and support timely issue resolution across access debugging (HTML/CSS layout fixes), OAuth2 login, user account, and subscription workflows.
- Troubleshot and debugged React/Vite, FastAPI, Redis, and Cosmos DB through log and network analysis with cURL, Wireshark (tcpdump-PCAP) and Splunk to identify root causes and run regression tests to improve user experience and platform stability.
- Collaborated with developers, suppliers, and stakeholders over Jira, Slack and email 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 by 15% through AI-driven routing with Solgari and Microsoft.

**Cyber Security Analyst (Trainee) – HMRC Upskill in Cyber** May 2023 – November 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, IAM, and cloud environments.
- Applied NIST, MITRE ATT&CK, and defence-in-depth principles across vulnerability management, PowerShell Cmdlets, Linux CLI environments, Azure, AWS, traffic analysis, log interpretation, system hardening, computer forensics, and OWASP Top 10.

**AI Quality Automation Engineer / AI Test Engineer** January 2022 – April 2023
**Tekbo** – Clydebank, United Kingdom

- Developed Python and Typescript automation test scripts leveraging Selenium, Cypress and Playwright to build regression suites that validated UI behaviour, REST APIs, and JSON responses for user login, signup, dashboards, and purchase flows.
- 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, while evaluating LLM outputs for accuracy, grounding, relevance, and hallucination risk to improve AI response quality.
- 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, reducing engineering bug reproduction time by 25%.

**Localization QA Engineer (German)** 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 and supporting fix verification to improve usability, clarity, and release quality.
- Triaged and resolved support tickets in ServiceNow, documenting defects with clear bug reports and reproducible steps to support development teams in maintaining stable multilingual releases.

## EDUCATION

**Diploma of Higher Education**: **Technological Education** August 2023
*University of Glasgow – Glasgow, United Kingdom*
*Systems and Integrating Technology | Electricity and Electronics | Computer Aided Design*

**Certificate of Higher Education**: **Computer Games (Design)** July 2019
*Glasgow Caledonian University – Glasgow, United Kingdom*
*Human Computer Interaction | Computer Networking | Computer Architecture*

**ISTQB Certified Tester – Foundation Level (CTFL v4.0)** In Progress
*International Software Testing Qualifications Board (ISTQB)*

**GIAC Security Essentials (GSEC)** September 2023
*SANS Institute – SEC401 Network, Endpoint and Cloud*

**GIAC Information Security Fundamentals (GFACT)** August 2023
*SANS Institute – SEC275 Computers, Technology and Security*

## LANGUAGES

**English:** Fluent

**German:** Fluent

**Spanish:** Intermediate

**Hindi:** Beginner