ADITHYA SRINIVASA RAGHAVAN

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EDUCATION

Masters in Computer Science   Sept 2024 - PRESENT
New York University

Bachelor of Technology - Computer Science and Engineering   May 2015 - May 2019
SRM Institute of Science and Technology

EXPERIENCE

Technical Support Engineer-2   Nov 2023 - Aug 2024
Cambridge Mobile Telematics, Chennai, India

- Delivered expert technical support across US, Australia, Japan, and India, resolving thousands of complex customer issues with >95% accuracy
  - Managed high-severity incidents with rapid triage and resolution, ensuring uninterrupted service across global markets
  - Independently resolved thousands of customer and end-user tickets, maintaining >95% resolution accuracy, customer satisfaction and in adherence to Service Level Agreements(SLAs)
  - Efficiently developed solutions for time-sensitive customer requests across web portals, data reports and additional feature deployments within 48 hours, utilizing Python and SQL
  - Efficiently employed backend API calls to perform data configuration and modification using tools such as Postman
- Owned a Research Project between CMT-IITM-MTC (The State Transport Department)
  - Onboarded IIT-M as a Customer, enabling the project with CMT's technological solutions
  - Trained the IIT-M team to use CMT's products for research purposes
  - Single handedly managed E2E Technical Support for the Research Project
- Data Reports and Data Delivery -
  - Engineered scalable improvements to data reports, enhancing reliability and efficiency for customers in the US, EU, Australia, Japan, and India
  - Proactively monitored and maintained 1000+ daily data reports, swiftly resolving failures and ensuring SLA-compliant backfilling
- Provided structured technical training for new hires, reducing onboarding time and improving team efficiency, accelerating proficiency in backend systems and databases

Software Engineer-1   Jan 2021 - Nov 2023
Cambridge Mobile Telematics, Chennai, India

- Designed and Implemented a Python-based Tool using RegEx and Custom Logic to read and work on the Android and iOS SDK logs of the CMT app which -
  - Drastically reduced time to investigate end-user issues from SDK logs by 50-75%
  - Enhanced support workflows by automating log-based debugging, reducing ticket resolution time by 50-75% and improving response efficiency
- Designed and Implemented a high-performance multi-processing Python tool that processes millions of data rows using SQL, AWS-Boto3, JobLib, and Pandas automating manual issue identification, -
  - Automated inactive user identification
  - Processed large datasets using advanced techniques to provide actionable insights within minutes

PROJECTS

Robot Operating System(ROS) Based RAG System using self developed and trained LLMs -

- Designed and trained an LLM-based Retrieval-Augmented Generation (RAG) chatbot on ROS-specific datasets, enabling intelligent query resolution
- Built a ROS-aware conversational AI that dynamically interprets and responds to technical queries using LLM-driven retrieval.
- Integrated AI-powered ROS code generation, automating development workflows and reducing manual coding effort

SAR Image Enhancement Using Dual-Tree Complex Wavelet Transform Method -

- Performed an extensive 15-year literature review on image processing techniques, identifying key trends and advancements.
- Synthesized key findings from 30+ academic papers, selecting the most effective SAR image processing methodology.

License Plate Recognition Using the K-NN Classifier -

- Proposed an efficient theoretical design of a license plate recognition system
- Leveraged K-NN for efficient pattern recognition, improving license plate detection and character accuracy.

SKILLS

Languages/Frameworks: Python, C++,Java, GoLang, HTML, CSS, Javascript, Django, Next.js, Angular.js
Databases: Postgresql, MySQL, Redshift, NoSQL, MongoDB, DynamoDB
Libraries: Boto3, Joblib,Pandas, Selenium, OpenCV, Matplotlib, PyTorch, TensorFlow, React etc.,
Cloud: AWS(S3, EC2, ECS, Lambda, Step Functions, SQS, SNS), Google Cloud Platform(GCP)
Tools/Technologies: JIRA, Git and Github, Bitbucket, Android Studio, Amazon Web Services, Docker, Tableau, PowerBI, Lucid Chart, Visio, Postman, Zendesk, Angular.js, Node.js
General: AGILE Methodologies,CI/CD Public Speaking, Leadership, Collaboration, RCA, Project Management, Google Workspace, MS Office

LEADERSHIP and VOLUNTEERING

- Founder and President - SRMR Model United Nations Society
- Deputy Secretary General SRMR Model United Nations - 2018
- Achieved prominence in ~50 MUNs across the country in various capacities as Delegate, Executive Board Member, Organizing Committee, Core Secretariat, and Chief Advisor
- Effectively coached over 100 Undergraduate Engineering Students in Interpersonal Communication, Public Speaking, Research and drafting documents

AWARDS

- Rising Star Award (2022) - Cambridge Mobile Telematics - Chennai, India
- Won Awards at Model United Nations conferences across the country as a Delegate and Executive Board Member