

# ADITHYA SRINIVASA RAGHAVAN

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## EDUCATION

<b>Masters in Computer Science</b> New York University	Sept 2024 - PRESENT
<b>Bachelor of Technology - Computer Science and Engineering</b> SRM Institute of Science and Technology	May 2015 - May 2019

## EXPERIENCE

<b>Technical Support Engineer-2</b> Cambridge Mobile Telematics, Chennai, India	Nov 2023 - Aug 2024
<ul style="list-style-type: none"><li>Delivered expert technical support across US, Australia, Japan, and India, resolving thousands of complex customer issues with &gt;95% accuracy<ul style="list-style-type: none"><li>Managed high-severity incidents with rapid triage and resolution, ensuring uninterrupted service across global markets</li><li>Independently resolved thousands of customer and end-user tickets, maintaining &gt;95% resolution accuracy, customer satisfaction and in adherence to Service Level Agreements(SLAs)</li><li>Efficiently developed solutions for time-sensitive customer requests across web portals, data reports and additional feature deployments within 48 hours, utilizing Python and SQL</li><li>Efficiently employed backend API calls to perform data configuration and modification using tools such as Postman</li></ul></li><li>Owned a Research Project between CMT-IITM-MTC (The State Transport Department)<ul style="list-style-type: none"><li>Onboarded IIT-M as a Customer, enabling the project with CMT's technological solutions</li><li>Trained the IIT-M team to use CMT's products for research purposes</li><li>Single handedly managed E2E Technical Support for the Research Project</li></ul></li><li>Data Reports and Data Delivery -<ul style="list-style-type: none"><li>Engineered scalable improvements to data reports, enhancing reliability and efficiency for customers in the US, EU, Australia, Japan, and India</li><li>Proactively monitored and maintained 1000+ daily data reports, swiftly resolving failures and ensuring SLA-compliant backfilling</li></ul></li><li>Provided structured technical training for new hires, reducing onboarding time and improving team efficiency, accelerating proficiency in backend systems and databases</li></ul>	
<b>Software Engineer-1</b> Cambridge Mobile Telematics, Chennai, India	Jan 2021 - Nov 2023
<ul style="list-style-type: none"><li>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 -<ul style="list-style-type: none"><li>Drastically reduced time to investigate end-user issues from SDK logs by 50-75%</li><li>Enhanced support workflows by automating log-based debugging, reducing ticket resolution time by 50-75% and improving response efficiency</li></ul></li><li>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, -<ul style="list-style-type: none"><li>Automated inactive user identification</li><li>Processed large datasets using advanced techniques to provide actionable insights within minutes</li></ul></li></ul>	

## 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