

ADITHYA SRINIVASA RAGHAVAN

adithya.s.raghavan@gmail.com | as20373@nyu.edu

EDUCATION

Masters in Computer Science
New York University

Sept 2024 -

Bachelor of Technology - Computer Science and Engineering
SRM Institute of Science and Technology

May 2015 - May 2019

EXPERIENCE

Technical Support Engineer-2 (Previously Held Title - Software Engineer-1)
Cambridge Mobile Telematics, Chennai, India

Jan 2021- PRESENT

- 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%
 - Successfully Accelerated support ticket resolution by 50-75%
- 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 by processing large datasets using advanced techniques to provide actionable insights within minutes
- 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
- Provided Technical Support Expertise for multiple CMT products across US, Australia, Japan, and India
 - Part of the Incident Response Process - expertly handled multiple high severity incident response tickets collaboratively in a time-critical manner
 - Resolved several thousand tickets from Customer's and End-User
 - Achieved high accuracy(>95%) and customer satisfaction(>95%) in ticket resolution adhering to SLA's
 - 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
- Data Reports and Data Delivery -
 - Engineered critical code changes and enhancements to data reports serving customers across 5 major regions: the US, EU, Australia, Japan, and India.
 - Meticulously monitored over 1000 data reports daily, resolving failures and ensuring data re-delivery and backfilling within SLA
- Comprehensively Trained New Hires and Interns, on CMT's Products, System Backend/Backend Architectures and Databases

PROJECTS

SAR Image Enhancement Using Dual-Tree Complex Wavelet Transform Method

- Conducted survey-based research on Image Processing Techniques used over the past 15 years
- Comprehensively examined findings from over 30 research papers, identifying and suggesting an optimal method for enhancing SAR Image Processing

License Plate Recognition Using the K-NN Classifier

- Proposed an efficient theoretical design of a license plate recognition system to yield results with high accuracy using the K-NN algorithm

SKILLS

Languages: Python, C++, HTML, CSS, Javascript

Databases: Postgresql, MySQL, Redshift

Libraries: Boto3, Joblib, Numpy, Pandas, Selenium, Matplotlib, PyTorch

Tools/Technologies: JIRA, Git and Github, Bitbucket, AWS-Cloud, Docker, Postman, Zendesk

General: AGILE Methodologies, Public Speaking, Leadership, Collaboration, RCA, 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