

# MAULIK RAMNANI

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## EDUCATION

### Syracuse University

Aug 2022 - May 2024

School of Information Studies, Syracuse, NY, USA

**Master of Science** – Information Systems

**Certificate of Advanced Study** – Information Security Management

**Relevant Coursework:** Business Analytics, Data Science, System Analysis, Information Systems Capstone, Risk Management, Cloud Management, Financial Analytics, Information Visualization, Information Systems Projects

### Rajiv Gandhi Proudhyogiki Vishwavidyalaya

Aug 2018 - May 2022

Shri Govindram Seksaria Institute of Technology and Science, Indore, India

**Bachelor of Technology** – Computer Science & Engineering

**Relevant Coursework:** Database Management, Cloud Computing, Web Development, Operating Systems, Computer Architecture

## TECHNICAL SKILLS

**Data Analysis and Visualisation:** Microsoft Excel, Tableau, Power BI

**Programming Languages:** JAVA, Python, HTML, CSS3, JavaScript, C, C++, R, SQL

**Database Management:** MySQL, PostgreSQL, MongoDB

**Cloud Services:** AWS (Amazon Web Services), Azure, Google Cloud Platform (GCP)

**Project Management and Collaboration Tools:** Jira, Podio, Confluence, Microsoft Teams, Slack

## WORK EXPERIENCE

### Research Analyst, School of Information Studies, Syracuse University, NY

July 2024 - Present

- Built advanced chatbots using Python and Streamlit, enabling real-time user interaction
- Designed Knowledge Q&A bots with vector databases, improving information retrieval efficiency by 20%
- Engineered intuitive, user-friendly interfaces for chatbots focused on document summarisation
- Researched and documented best practices for Python development environments and deployment strategies
- Currently optimising models and conducting tests to enhance bot functionality
- Partnered with faculty and peers to incorporate cutting-edge AI advancements into the project

### Quality Assurance Intern SIDEARM Sports, Syracuse, NY

Dec 2023 - June 2024

- Validated ETL processes by executing 50+ test cases to ensure data mapping accuracy
- Performed parser validation for 20+ file formats and authored 30+ SQL queries for data validation and UAT
- Generated synthetic datasets to support rigorous testing and documented results within Jira
- Collaborated across teams to resolve 10+ data pipeline issues, improving system efficiency by 15%

### Research Assistant, Information Security and Applications, Syracuse University, NY

Nov 2023 - March 2024

- Designed an Intrusion Detection System (IDS) leveraging machine learning to identify network security threats
- Analysed over 500 cybersecurity incidents, detecting attack patterns and anomalies
- Simulated 15+ cyberattacks and assessed detection models to reduce false-positive rates by 20%
- Co-authored research on predictive modelling for threat mitigation, which was presented at a cybersecurity conference

### Project Manager at iConsult Collaborative, Syracuse University, NY

Nov 2023 - May 2024

- Led a web development initiative for a local nonprofit, ensuring the project stayed within budget and on schedule
- Facilitated 20+ daily scrums to monitor progress, resolve issues, and manage project scope
- Acted as the main point of contact between stakeholders and cross-functional teams, ensuring clear communication
- Developed project timelines, schedules, and milestones, ensuring 95% on-time delivery of deliverables
- Coordinated with 10+ developers, designers, and marketing teams to ensure alignment on project goals
- Assessed resource allocation and identified risks, preventing any delays in project completion

### Data Analyst Intern, SIDEARM Sports, Syracuse, NY

June 2023 - Nov 2023

- Directed data imports for athletic websites, ensuring 100% accuracy during peak summer season
- Customised sports and navigation panels, improving user navigation
- Handled schedules, rosters, and coaches' information, ensuring 100% data integrity
- Collaborated with cross-functional teams to resolve 15+ data-related challenges
- Organised and structured over 5000 data entries for optimised accessibility
- Enhanced user experience by cleaning, transforming, and analysing large datasets
- Created Tableau dashboards, presenting key insights that helped improve decision-making

### Climbing Wall Associate, Barnes Center at the Arch Recreation, Syracuse University, NY (Part-Time)

Feb 2023 - May 2024

- Monitored climbing wall activities to ensure the safety of patrons engaging in physical activity
- Performed belays and managed equipment rentals, ensuring compliance with safety standards

### Supervisor at JMA Wireless Dome Concessions, Food Services, Syracuse University, NY (Part-Time)

Aug 2022 - May 2024

- Supervised teams of 8-10 employees, optimising operational efficiency and boosting productivity
- Managed food and beverage sales during high-traffic events, ensuring exceptional customer service and satisfaction

## RELATED PROJECTS

### Dailify - Data-Driven App Development

- Collaborated with a group of 5 to create an app to build a curb-side pickup service app for everyday essentials
- Applied UX principles to design intuitive workflows and data flows for seamless operations
- Built Power BI dashboards to analyse user engagement, demand trends, and operational efficiency
- Used predictive analytics to forecast demand, improving stock management and reducing wait times
- Created a Flutter-based prototype, hosted on localhost, and presented findings to stakeholders