

Kshitij Raj

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SUMMARY

Business Analyst with 3.5 years of experience in UI development using React, building API using Node, issue triaging and determining & analyzing root causes to assist business clients and end users of the application. Passionate about developing and enhancing web applications, problem-solving and analyzing errors and crashes. Highly self-motivated and able to set effective priorities to achieve immediate & long-term goals and meet project & operational deadlines. Well-organized, diligent, and focused professional with a good knowledge of Programming Languages and Data Structures and Algorithms.

EXPERIENCE

Deloitte Consulting USI

Project: **InStock Support (React JS, Tailwind CSS)** Client: **The Kroger Co.** Feb 2021 - Present

- Developed automated reports for business clients – **Java**
- Developed utility tool for support team to ease incident triaging – **React, Node, MySQL**
- Item Data Lead – addressed and managed a team of ~6 members
- Handling Onshore client calls to analyze high priority crashes
- Provided L3 Support to the users and associates from around 2000+ stores
- Troubleshooting and Analyzing customer facing issues
- Determined the root cause for the transaction failures in user session
- Created support documents, Weekly & Monthly reports and other baseline documents for the stakeholders and team

The Kroger Co. –

Project: **ModFS Support (React JS, Tailwind CSS)** Client: **The Kroger Co.** Jul 22 – Jan 23

- Enhanced the UI development process through implementation of component-based architecture
- Enhanced pre-developed web app with better UI and UX by reducing the load time
- Developed interactive dashboards with React and Chart.js, providing information related to user activities

Project: **Health & Wellness (React JS, Node, Bootstrap)** Client: **The Kroger Co.** Apr 23 – Dec 23

- Single-handedly developed a **Single Page Application** using **React components** and **Hooks**
- Built **Rest API** using **Node JS** for the application that fetched data from multiple pre-defined endpoints
- Used **Sequelize** library to interact with **MySQL Database** to feed and fetch data

TECHNICAL EXPERTISE

Applications and Software

Azure	Microsoft SQL Server Management Studio	Azure Data Studio	vFire CORE
Postman	Eclipse IDE	ServiceNow	JIRA
Confluence	Spanner DB (Google Cloud Platform)	Dynatrace	

Programming Languages & Frameworks

React	Node	Tailwind CSS, Bootstrap	HTML/CSS/JavaScript
SQL	Java	Python	C / C++

EDUCATION

Bachelor of Computer Application 2017-2020
Maharaja Surajmal Institute - *Indraprastha University* New Delhi, IN
GPA: 8.13/10

Class 12th - Science 2016-2017
Kendriya Vidyalaya – *C.B.S.E.* New Delhi, IN
Percentage: 72.3%

Class 10th 2014-2015
Kendriya Vidyalaya – *C.B.S.E.* New Delhi, IN
GPA: 8.0/10

EXTRA CURRICULAR ACTIVITIES

Deloitte Cricket Team

2022-Present

- Cricket Team of Deloitte Consulting (Oracle)
- Took part in several Inter-department Cricket Tournament

Prakriti Society

2018-2020

- Volunteered in Nature Society of Maharaj Surajmal Institute.
- Worked as a content creator for the society.
- Took part in various events organized by the society.

BitsPlease Society

2017-2019

- Coding Society of Maharaja Surajmal Institute.
- Helped Freshmen to understand the programming languages.
- Conducted several coding hackathons.

SMES Cricket Team

2017-2020

- Cricket Team of Maharaja Surajmal Institute.
- Took part in several Inter-college Cricket Tournament organized by universities like IPU, DTU etc.

School Cricket Team

2013-2017

- Cricket Team of Kendriya Vidyalaya, Sector 8 R.K. Puram, ND.
- Took part in several Inter-school Cricket Tournament.
- Played Regional Level matches for the school.

DECLARATION

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief.

Place: New Delhi
Date: Apr 21, 2024

Kshitij Raj
(Signature)