

## Ritu Raj

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## Internship and Training

### SOKALR – Educational Services

June 2022 - July 2022

*Campus Ambassador*

- Built customer confidence by actively listening to concerns and giving appropriate feedback.
- Increased client sales and brand awareness by conducting meaningful training sessions and customer engagements.
- Impacted sales results by developing, supporting and executing direct marketing strategies.

### Skill Stone

Jan 2024 - Feb 2024

*QA Automation*

- Gained hands-on experience with industry-standard QA automation tools such as Selenium, QTP, JUnit, TestNG, and Appium.
- Developed strong programming skills in Java, Python, and JavaScript.
- Trained in managing test cases, test plans, and test execution reports using tools like JIRA, TestRail, or Quality Center.
- Learned to log, track, and manage defects using bug tracking systems.

## Projects

### Flight Ticket Booking | Java

Mar 2023 - April 2023

- Implemented real-time flight tracking functionality to enhance the system monitoring capabilities.
- Optimized database queries for efficient retrieval of passenger information and flight details.
- Incorporated dynamic pricing algorithms to adapt to market demand and optimize revenue.
- GitHub Repository Link: <https://github.com/RITUURAJ/Flight-Ticket-booking>

### Uber Data Analysis | R Programming

Mar 2024 - April 2024

- Analyzed Uber ride data using R to identify patterns, peak hours, and customer preferences.
- Utilized dplyr and tidyr for data cleaning and preprocessing, ensuring data integrity and accuracy.
- Developed interactive visualizations with ggplot2 to present key insights effectively.
- Created an interactive Shiny dashboard for real-time data visualization, including dynamic filtering and trend analysis.
- GitHub Repository Link: <https://github.com/RITUURAJ/Uber-Data-Analysis>

### Telecom Customer Churn | Python

May 2024 - June 2024

- Conducted telecom customer churn analysis using machine learning techniques to predict customer retention.
- Employed Python libraries such as NumPy and pandas for data cleaning, preprocessing, and feature engineering. Utilized seaborn for creating informative visualizations to understand customer behavior and churn patterns.
- Implemented machine learning models including logistic regression, decision trees, and random forests to predict customer churn.
- Github Repository Link: <https://github.com/RITUURAJ/Telecom-Customer-Churn>

## Certificates

### Data Structure and Algorithm

July 2023

GeeksforGeeks — <https://media.geeksforgeeks.org/courses/certificates/1aeaf272f8c4b98843da60a4aea8809f.pdf>

### Data Analysis with Python

Nov 2023

IBM — <https://courses.cognitiveclass.ai/certificates/ec9650c181e24c73a72e0b0604e0cef4>

## Technical Skills

**Languages** Python, R programming

**Technologies/Frameworks:** React JS, GitHub, Ubuntu

**Skills:** Data Structures and Algorithms, Problem-Solving, Data Analysis in Python and JavaScript

## Education

### Lovely Professional University Punjab

2021 – 2025

*Computer Science and Engineering — CGPA: 7.00*

*Jalandhar, Punjab*

### Shiv Jyoti Sr. Secondary School

2020 – 2021

*12th with Science — Percentage: 69.20%*

*Kota, Rajasthan*