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Shailaja Ravi

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Montreal, Canada

SUMMARY OF QUALIFICATIONS

A Programmer with over 2 years of hands-on experience in Talend for Data Integration and over 3 years in Oracle (Reports & Forms) looking to obtain an internship position where I can apply my skills and knowledge learnt throughout my studies. Currently pursuing Postgraduate Diploma course in Information Technology - Programmer analyst and holds a bachelor's degree in computer applications and expanding my technical expertise in PHP, Python, and iOS Swift.

EDUCATION

- **AEC - Postgraduate Diploma in Information Technology - Programmer Analyst**
LaSalle College, Montreal, QC
Core Courses: Web Development, Database Management, Object-Oriented Programming
Certifications: SQL (Advanced) from HackerRank
2024-Pursuing
- **Bachelor of Computer Applications**
Ethiraj College for Women, Chennai, India
Certifications: Secured a gold medal along with "Certificate of Merit" for General Proficiency (GPA: 3.48)
2015-2018

PROFESSIONAL EXPERIENCE (2018 - NOW)

INBOUND CALL AGENT - CUSTOMER CARE REPRESENTATIVE

IO Solutions (July 2024 - Present), Montreal, Canada

- Provided high-quality customer service through inbound calls, resolving queries, and ensuring customer satisfaction.
- Strengthened problem-solving abilities by identifying customer concerns and providing effective resolutions.
- Enhanced empathy and emotional intelligence to manage diverse customer interactions professionally.
- Built conflict resolution skills by handling challenging customer situations with patience and professionalism.

ORACLE PROGRAMMER

Principal Accountant General Office (Jan 2021- Dec 2023), Chennai, India

- Designed and implemented SQL queries for reports and complex solution development. Imported state government data from IFHRMS (Integrated Financial and Human Resource Management System) server and the same is exported to Oracle Database.
- Developed new reports and forms using Oracle Report Builder and Form Builder as per the requirements and deployment of the same. Analyzed existing SQL queries to identify opportunities for improvements.
- Created and modify back-end objects, i.e. functions, procedures, triggers, sequences, etc.
- Preparation of Dashboard for annual accounts of the state using Tableau software.

TALEND ETL DEVELOPER - PACCAR

Cognizant Technology Solutions (July 18- Dec 2020), Chennai, India

- As an ETL developer, worked in an agile environment and familiar with agile and scrum methodologies.
- Worked in Amazon Workspaces platform and used Talend for Data Integration ETL tool.
- Used ETL methodologies and best practices to design and implement Talend jobs as per the business requirement.
- Extraction of data from flat files/databases and application of business logic to load them in the staging database as well as flat files. Involved in writing MySQL Queries to access data from Amazon Aurora DB.
- Involved in development and performed unit testing process along with the documentation of unit test cases and corresponding output. Troubleshooted long running jobs and fixing the issues.
- Involved in the production and deployment activities of Talend jobs.

ACADEMIC AND TECHNICAL PROJECTS

1. Multi-Functional Desktop Utility (C# OOP Project)

Technologies: C#, .NET Framework, Windows Forms, FileStream, StreamReader/Writer, BinaryReader/Writer, Regex

- Designed a multi-form Windows desktop app with seven modules (Lotto Max, 649, IP Validator, Currency & Temperature Conversion, Calculator).
- Implemented file I/O operations, regex validation, and encapsulated business logic classes to demonstrate core OOP principles.
- Created a centralized Dashboard UI enabling seamless navigation between utilities.

2. Remax Administration System – Windows Application

Technologies: C#, WinForms, ADO.NET, Microsoft Access, OOP (Inheritance, Composition, Encapsulation)

- Built a 3-tier desktop system for real-estate management handling employees, clients, and houses.
- Developed GUI, Business, and DataSource layers with ADO.NET for data access and CRUD operations.
- Applied role-based access for Admin and Agent users and designed a themed MDI interface aligned with Remax branding.

3. Parcel Inventory System Pro (Curiorio)

Technologies: Java 17, Jakarta Servlet 6, JSTL 3, Tailwind CSS, Jackson JSON, Tomcat 10, Maven

- Developed a JSON-driven web app for parcel tracking and inventory management.
- Implemented authentication, CRUD operations, and responsive Tailwind dashboard UI.
- Designed modals and AOS animations for a smooth UX and collaborated via GitHub using feature branching and code reviews.

4. ReTechX – Used Electronics Marketplace (PHP/MySQL)

Technologies: PHP, MySQL, HTML, CSS, JavaScript, XAMPP (Apache), Payment Gateway Integration

- Created a full-stack e-commerce platform for buying and selling pre-owned electronics.
- Implemented dynamic product listings, condition-based price estimation, and secure transactions.
- Integrated pickup slot booking and responsive search & filter features to enhance UX and sustainability impact.

5. ColorTone – Smart Outfit Color Advisor (iOS App)

Technologies: Swift (UI Kit, Storyboard), CoreML, ARKit (planned), PyTorch, Xcode, OpenWeather API

- Built an AI-powered fashion assistant that suggests outfit colors based on user skin tone and live weather.
- Trained a custom ResNet-18 model (87% accuracy) in PyTorch and converted to CoreML for on-device inference.
- Designed modern gradient UI with weather animations and proposed AR try-on feature for future updates.

6. Flask Authentication & Authorization System

Technologies: Flask, PostgreSQL, Flask-Session, bcrypt, HTML, CSS

- Implemented secure user authentication and access control with hashed passwords and session management.
- Developed login/logout routes, route protection decorators, and real-time flash messages.
- Planned future expansion with JWT and OAuth login integration.

7. Password Manager – Secure Credential Vault

Technologies: Python, Tkinter, SQLite3, cryptography.fernet (AES Encryption)

- Built a secure desktop password manager to generate, encrypt, store, and retrieve passwords safely.
- Applied AES (Fernet) encryption and decryption on-demand to avoid plaintext storage.
- Designed tab-based Tkinter UI with search and delete options for a user-friendly experience.

SKILLS & KNOWLEDGE

- **Technical Skills:** Talend for Data Integration, Oracle, Amazon Aurora RDMS, Tableau (basics), MySQL, PL/SQL, Microsoft Access, Excel, Word, WordPress, HTML, Javascript, C#, C++, PHP, IOS Swift (basics), Python
- **Personal Skills:** Strong communication skills, Time management and multitasking, Problem-solving and analytical thinking, Empathy and emotional intelligence, Adaptability and teamwork, Conflict resolution, Customer relationship management.
- **Language Skills:** Intermediate: French Fluent : English Native: Tamil