

SHIVAM RATNANI

SOFTWARE DEVELOPER

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OVERVIEW

Class of 2026 Computer Science and Data Science in the University of Wisconsin – Madison
Junior Standing

EXPERIENCE

Parcel Specialist • University of Wisconsin-Madison • Madison, WI
October 2022 to Present

- Worked to ensure a positive and hassle-free customer experience.
- Settled any customer disputes in a professional and pleasant manner.
- Provided customers with their respective parcels
- Organized parcels based on our organization system

IT Intern • PerkinElmer • Lawrence, MA
July 2021 to August 2021

- Worked with remote users to cross-network and provide files to remote employees
- Operated and managed a network involving user accounts, computers, doorcards, printers, and storage on servers.
- Repaired problematic computers, managed all of Google's admin suite, and set up computers for new employees.

Projects • Website

- HTML code and CSS Styling

Projects • Amazon Web Scraper

- Uses an amazon link to compile reviews and output a single in depth review using Artificial Intelligence

Projects • Connect 4

- Created a 2 player game of Connect 4 with a graphical user interface

Classes Taken:
Programming 1, 2, & 3 (JAVA)
Introduction to AI

KEY SKILLS

- C++
- C#
- JAVA
- PYTHON
- HTML
- CSS
- JAVASCRIPT
- DATA ENTRY
- SQL & NOSQL
- R & R STUDIO
- CUSTOMER SERVICE
- MULTILINGUAL
- ANALYSIS SKILLS
- UPSELLING