

Swathy Ezhil

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SKILLS

Programming and UI: Python, JAVA, R, HTML5, CSS3, C, C++

Data Visualization: R Studio, Tableau, Power BI, MS Excel, and PowerPoint

Operating Systems: Windows, iOS, Linux, and Unix

Databases: MS SQL, MySQL, SQLite, IBM Sybase

Tools: MS Access, SSMS, ServiceNow, HPSM, Dynatrace, Putty, NetFlow, CA Spectrum, SiteScope

PROFESSIONAL EXPERIENCE

Tata Consultancy Services Limited, Chennai, India

Jan'21 – July'21

Database Administrator, Delta Air Lines, Inc.,

Worked on relational database systems – MSSQL and Sybase

- Performed schema changes in production application databases using SSMS and MS Access
- Performed maintenance & refresh activities
- Executed Control-M job scheduling and Actifio backup processes

Team Lead, Integrated Command Centre - Delta Air Lines, Inc.,

June'20 – Dec'20

- Administered a team of 30 members involving application and monitoring SMEs
- Documented activities and presented reports to upper management
- Proposed quality improvements
- Developed dashboards to automate alert handling using Power BI

System Administrator - Delta Air Lines, Inc.,

Aug'17 – May'20

Worked as a key SME for server and network administration

- Resolved high priority server issues and delivered prompt solutions for application related issues
- Monitored multiple data centres
- Engaged in hardware replacement activities
- Presented Weekly and Monthly status reports

EDUCATION

MS in Management Information Systems, University of Illinois at Chicago, IL

Aug'21- Present

Course Work:

Fall'21 (GPA 3.7/4) – Business Data Visualization with Tableau, Introduction to Operations Management, Statistics for Management, Information Systems Strategy & Policy, Business Database Technology, Business Object-oriented programming with Java

Spring'22 (Current) – Data Mining for Business, Machine Learning Statistics, Advanced Database Management, Enterprise Application Development, Introduction to Marketing

Relevant Course Work (CGPA – 8.32/10): Introduction to Computer Programming, Object-oriented programming using Java, Unix Shell Programming

PROJECTS

Data visualization for monitoring critical applications using PowerBI, Delta Air Lines, Inc., 2019

- Developed a dashboard displaying the key metrics of top critical applications (Delta.com, Axis, ALIS, DCC pipeline, VIPER, SNAPP, KIOSK, MIRS, RTSM, IPRS and FIDS)
- Collected live data from the SQL application databases
- Using power query editor, performed data clean-up, executed queries, and modelled the dashboard using visualization tools

Media Platform Launch Strategy, Targeted Technology Solutions LLC, 2021

- Worked for the CEO of the company, Mrs. Elizabeth Tarpley, in launching a media start-up company concentrating on children of colour
- Conducted thorough comparative analysis of multiple media platforms and provided strategies to select niche, develop and launch the platform and market to target audience
- Used multiple business frameworks and developed an MVP

Data Visualization on Key Performance of SkyWest Airlines using Tableau, 2021

- Analysed multiple datasets for SkyWest Airlines to determine the delay metrics, arrival rates and on-time performance of flights
- Created multiple visualization graphs like tree maps, scatter plots, dashboards, and network graphs in Tableau to identify the nearest competitor and determine weak areas of SkyWest Airlines
- Provided ideas to improve the key metrics of the airlines using the dashboards

Online Ticket Booking System using Java, 2021

- Developed an GUI to book airline tickets using Java on Eclipse IDE
- Used MySQL to store the passenger information and credentials

CERTIFICATIONS

- ITIL Foundation certificate in IT Service Management
- AWS Academy Cloud Foundations
- AWS Academy Data Analytics
- Learning R
- Python for Data Science, AI & Development (in progress)

Additional information

Awards: ▪ Star Performer Award (2018) ▪ Service & Commitment award (2020) ▪ TCS Gems Appreciation Certificate (2020)

Volunteering: ▪ Served as Vice President of Youth Red Cross Club from 2015-17 ▪ Member of Rotaract and NSS (National Service Scheme) Clubs from 2013-17