VIKNESH RAJARAMON

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EDUCATION

Master of Science in Computer Science — **Graduating May 2025**
Arizona State University, Tempe, AZ — *GPA: 3.78 / 4.0*

Bachelor of Technology in Computer Science & Engineering — **May 2022**
IIITDM Kancheepuram, Chennai, India — *GPA: 8.88 / 10.0*

PROFESSIONAL EXPERIENCE

Software Engineer - *Factors.AI, Bengaluru, KA, India* — **May 2022 - July 2023**

- Designed and developed an optimized Salesforce Tasks and Events pipeline, leveraging **Golang, Salesforce object queries** and **APIs** for enhanced funnel analytics and reporting, **reducing customer churn by 30%.**
- Developed and deployed solutions in **Python** to overcome data pull limits of newer API versions of Hubspot solutions, **eliminating data latency by 50%.**
- Optimized and eliminated redundant **SQL queries** for real-time marketing analytics, **reducing response time by 25%.**
- Leveraged and monitored **GCP cron job logs** to identify and resolve issues in Salesforce and Hubspot data pull and enrichment pipelines

Data Analyst Intern - *IViewSense Private Limited, Chennai, TN, India* — **May 2021 - October 2021**

- Designed and developed a highly innovative business intelligence report for business management, data visualization and reporting using tools like **Amazon QuickSight** resulting in a **30% increase of overall efficiency**.
- Performed **data extraction, preprocessing, and visual creation** on real-time data from various sources and used **SQL queries** to **create new key performance indicators (KPIs)**.
- Prioritized customer feedback and performed changes to enhance customer experience, resulting in a **20% increase in customer retention rates**.

TECHNICAL SKILLS

Languages: Python, Golang, C++, C, SQL, JSON, Machine Learning Algoritmns
Tools and Technologies: Amazon QuickSight, Git, Github, NumPy, Pandas, Matplotlib, Scikit-Learn, Keras, MySQL, PostgreSQL, GCP

PUBLICATIONS AND ACADEMIC PROJECTS

Author - Multi-Start Iterated Local Search for the Bottleneck TSP, Conference — **January 2022 - May 2022**

- Designed and developed a meta-heuristic algorithm to solve the bottleneck traveling salesman problem, improving solution accuracy by 5% and 15% reduction in computation time when tested against large datasets.

Stock Price Forecasting, Academic Project — **November 2021 - December 2021**

- Trained a robust LSTM model to forecast stock prices, resulting in a model with mean squared error of 893.65.

Traffic Sign Classification, Academic Project — **April 2021 – May 2021**

- Trained a robust CNN model to classify traffic sign images with 94.37% accuracy, paving a way for building self-driving cars.

File Transfer System, Academic Project — **October 2020 - November 2020**

- Developed a multi-threaded file transfer system enabling seamless file transfers between systems connected through the same network using IP addresses.

Attendance Management System, Academic Project — **May 2020 - August 2020**

- Designed and developed a comprehensive portal for faculty and students, featuring individual accounts for attendance management.

CERTIFICATIONS

Data Analysis With Python; freeCodeCamp | **Python and Statistics for Financial Analysis;** The Hong Kong University of Science and Technology, Coursera | **Introduction to Data Science;** IBM, edX | **The Complete Python Bootcamp From Zero to Hero in Python;** Udemy