AARTHI NANDHAKUMAR
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PROFESSIONAL SUMMARY

Aspiring software engineer with a healthcare background with a solid understanding of software development methodologies and programming languages, looking to begin a career where I can utilize my technical skills to build robust and user-friendly applications using best practices.

EDUCATION

BOSTON UNIVERSITY   **Boston, MA**
M.S in Computer Information Systems   **Sep 2023 - May 2025**

> Cumulative GPA: 3.73/4.0
> Relevant Coursework: Java Programming, Business Data Communication & Networks, Database Management Systems, Web Application Development, Server-Side Web Development

SASTRA UNIVERSITY   **Thanjavur, India**
B.Tech - Industrial Biotechnology   **Jul 2010 - May 2014**

> Cumulative GPA: 6.45/10

WORK EXPERIENCE

Thryve Digital Health   **Chennai, India**
Senior Analyst   **Nov 2020 - Jan 2023**

- Worked on resolving complex issues experienced by clients with our Billing Software, Epic. My chief role was to work on high Severity tickets which involved calling the client and troubleshooting the issues via Screen Sharing.
- Resolved 70- 80% of the tickets while on call, which gave me exposure to more challenging client handling.
- Updated SOP documents on a regular basis and created and maintained knowledge base articles for the client's DIY usage.
- QA audit of the team and mentoring new hires were part of my usual productive activities.

Athenahealth   **Chennai, India**
Issue Resolution Analyst   **Dec 2017 - Aug 2020**

- Assisted customers on queries (cases) experienced with the EHR Athena, which involved product testing in our test environments and providing appropriate solutions. Different teams led to learning different aspects of the EHR.
- Worked on logo creation, letterhead creation, html form making and uploading them for the healthcare systems use were taken care of during my tenure in addition to fixing actual product issues in the EHR.
- Received on site appreciation for maintaining CSAT OF 95%, resolution rate of 1 day and zero escalations for 3 consistent quarters.

Miramed   **Chennai, India**
Junior Account Executive   **Jan 2015 - Dec 2017**

- Processed and facilitated payments for health insurance claims in a timely manner.
- Maintained overall quality of 98% and received payment for 120-130 old claims within a week's time in a special project.
- Had the opportunity to create HTML forms for healthcare systems for a brief period of time, per client's request.

SKILLS

Java, HTML, CSS, Javascript, SQL, JSON, TS, React, Node.js, MongoDB,PHP, MySQL

LINKS

Linkedin: www.linkedin.com/in/aarthi-n-92250130a   **Github:** https://github.com/aarthinandhakumar
Portfolio: https://aarthinandhakumar.github.io/Portfolio_Website_AN/