

# Aarthi Nandhakumar

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VISA : H4-EAD    Location: Sunnyvale, CA    Website: [https://aarthinandhakumar.github.io/Portfolio\\_Website\\_AN/](https://aarthinandhakumar.github.io/Portfolio_Website_AN/)

## TECHNICAL SKILLS

**Languages and Frameworks:** Java, JavaScript, TypeScript, PHP, HTML, CSS, SQL, JSON, React, AngularJS, Node.js

**Data and Tools:** GitHub, REST API, MySQL, MongoDB, NoSQL, Git, Postman, Visual Studio Code, IntelliJ

**Additional Skills:** Object-Oriented Programming (OOP), MVC Architecture, AJAX, DevOps Basics (AWS, Docker)

## EXPERIENCE (7.9 years)

### Senior Analyst | Thryve Digital Health, Chennai, India

Nov 2020 - Jan 2023

- Resolved high-severity issues for clients using Epic Billing Software via screen sharing, achieving a 70-80% resolution rate on first contact, and gaining extensive client-handling experience.
- Regularly updated SOPs, created knowledge base articles for client self-service, conducted QA audits, and mentored new hires.

### Issue Resolution Analyst | athenaHealth, Chennai, India

Dec 2017 - Aug 2020

- Assisted customers with EHR Athena issues by testing in our environments, providing solutions, and collaborating with various teams to gain expertise across EHR features. Also handled logo and letterhead creation, HTML form setup, and product issue resolution.
- Achieved on-site recognition for maintaining a 95% CSAT, a 1-day resolution rate, and zero escalations for three consecutive quarters.

### Junior Account Executive | Miramed, Chennai, India

Jan 2015 - Dec 2017

- Processed and facilitated timely payments for health insurance claims, maintaining a quality score of 98% and successfully securing payment for 120-130 old claims within a week during a special project.
- Briefly created HTML forms for healthcare systems upon client requests, expanding my skill set in healthcare documentation.

## ACADEMIC PROJECTS

### Word-Builder | HTML5/CSS, JS with latest Angular framework

- Integrated **Dictionary and Random Word APIs** to generate random words, validate user-created words, and display meanings.
- Implemented features like **dynamic score and timer display**, **difficulty levels**, and **sound effects** for user feedback on correct and incorrect answers.

### Sports Shopping Cart | PHP/MySQL

- Developed a **Sports Cart Application** using **PHP** and **MySQL** to provide a seamless shopping experience with both **customer and admin interfaces**.
- Integrated **RESTful APIs** for product listing, searching by name or price range, and supporting data interactions in **JSON** and **XML** formats.
- Set up a **local server environment** using **XAMPP/WAMP/MAMP** for smooth deployment, with full database integration and dynamic content display based on user role.

### Portfolio Website | HTML5, CSS3, JavaScript

- Included key sections such as **About Me**, **Projects**, **Photo Gallery**, **Blogs**, and a **Contact Form**, with responsive design achieved using **CSS Flexbox** and **Grid Layout** for multi-device compatibility.
- Implemented **custom animations** and **CSS transitions** to add a dynamic, engaging feel to the website without sacrificing performance.

## EDUCATION

### Master of Science in Computer Information Systems

BOSTON University, Boston, MA, US

Sep 2023 - May 2025

GPA: 3.73/4.0

### Bachelor of Engineering in Industrial Biotechnology

SASTRA University, Thanjavur, Tamil Nadu, India

July 2010 - May 2014

CGPA: 6.45/10