Apoorva Rajan

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EXPERIENCE

Microsoft — Cambridge, MA
Software Design Engineer Intern — Jan 2024 - Feb 2024
- Designed and developed a copilot chatbot application for patients aimed at increasing clinical trials participation
- Utilized Fluent UI, React, TypeScript, SCSS, Figma, and npm to design and create customizable web components for a user-friendly interface through personalized conversations.
- Integrated Azure services like Azure Health Bot and Language Studio, along with OpenAI and ClinicalTrials APIs, to improve chatbot responsiveness to patient inquiries.

RedBus, Ibibo Group Private Limited — Bangalore, India
Senior Software Engineer, Software Engineer — Aug 2019 - Jul 2022
- Owned the mobile web development and enhancements for the bus ticketing platform across multiple countries collaborating closely with product managers and UX teams practicing agile methodologies
- Enhanced the Colombia website domain ranking by 192% by improving the core web vitals and through performance profiling to optimize front end performance of the website
- Created reusable responsive UI components in the in-house-built component library reducing development efforts by 30% and enhancing scalability
- Implemented offline tracking capability for poor network areas using Progressive Web Application technology
- Managed client and server logs in Elastic Logstash Kibana, analyzing, identifying and debugging browser errors
- Coordinated with cross-functional teams to develop the 'VaxAlert' portal, successfully notifying users of available COVID-19 vaccine slots at nearby vaccination centres, resulting in approximately 80,000 user registrations.
- Honored with the Trailblazer Award for impactful contributions to mobile front-end development and Titans of the Quarter Award for collaborative excellence with the India team
- Skills: ReactJS, Redux, TypeScript, JavaScript, EJS, HTML5, CSS, NodeJS, Express JS, webpack, Storybook.js, npm, MongoDB, REST APIs,Canvas, Web APIs

University of Massachusetts Amherst — Amherst, MA
Graduate Research Assistant — Jan 2023 - Mar 2023
- Developed a cross-lingual event and argument retrieval model search web application, utilizing React, TypeScript, HTML, SCSS, react-force-graph, npm

Publicis Sapient — Bangalore, India
Data Engineer Intern — May 2018 - Jul 2018
- Contributed to the development of a Customer Data Platform allowing businesses to gain valuable insights about customer behavior, preferences and interactions using data processing frameworks and cloud technologies
- Transformed raw batch and real time data to actionable insights using Apache Spark, SQL, Scala and GCP

University of Massachusetts Amherst — Amherst, MA
Career Developer — Jan 2023 - May 2024
- Assisted students in the pursuit of career, developed career outcomes report using HTML, CSS, JavaScript and Chart.js and analyzed and visualized career trends using Google Looker Studio

SKILLS

- **Languages & Libraries:** JavaScript, TypeScript, Python, Scala, SQL, PostgreSQL, HTML5, CSS, SCSS, NumPy, pandas, matplotlib, Scikit-learn, OpenAI gym, OpenAI API
- **Frameworks, Cloud & Tools:** ReactJS, Chart.js Apache Spark, Redux, Node.js, Express.js, REST APIs, Azure, GCP, Git, webpack, storybook JS, ELK, Postman, Google Looker Studio

PROJECTS

- **Student Data Management System:** Built a web application to streamline student information management, and enhance academic planning, utilizing React, TypeScript, Python, gRPC, HTML, and CSS
- **Clustering and Analysis of Negative Reviews:** Categorized Amazon negative reviews using PySpark, SQL, and SparkNLP discovering over 30% negative product reviews were related to service issues
- **MDP Reinforcement Learning Implementation:** Implemented Reinforce with Baseline and Actor-Critic algorithm on Cartpole and Acrobot Markov Decision Processes(MDP) using Python, PyTorch, and OpenAI Gym

EDUCATION

University of Massachusetts Amherst — Amherst, MA
Master of Science in Computer Science — Sep 2022 - May 2024

Model Engineering College — Ernakulam, India
Bachelor of Technology in Computer Science and Engineering — Aug 2015 - May 2019