

ARJUN RAMANATHAN

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Education

UNIVERSITY OF MICHIGAN, ANN ARBOR - College of Literature, Science, and the Arts

B.S. Computer Science, September 2016 - April 2020

- GPA: 3.343
- Relevant Courses: Data Structures and Algorithms, Web Systems, Introduction to Operating Systems, Computer Security, Intro to Artificial Intelligence

Work Experience

CISCO SYSTEMS - SAN JOSE, CALIFORNIA

Software Engineering Intern, May 2019 - August 2019

- Mitigated client side support cases by 30% through implementing adaptive helper chatbot located on Cisco's commerce workspace platform.
- Leveraged Google Dialogflow and MongoDB backend data to ensure intelligent and modular chatbot responses.
- Coordinated with IT Solutions team to develop a series of intent matching response items for clients utilizing the bot.

CISCO SYSTEMS - SAN JOSE, CALIFORNIA

Software Engineering Intern, May 2018 - August 2018

- Developed front-end UI for internal dashboard that allowed Cisco Admins and Business Unit Product Managers to assign a bill of material to refurbished and used products lacking that configuration.
- Leveraged Angular 6 Javascript framework to populate MongoDB database with a list of open tasks and products ready to be configured on the dashboard.
- Ensured quality control by allowing employees to push products containing configuration specs onto the commerce website, reducing consumer confusion.

APTTUS CORPORATION - SAN MATEO, CALIFORNIA

Software Engineering Intern, June 2017 - August 2017

- Optimized Apttus cloud processes by using C# to automate deployment of Microsoft Azure virtual machines within the Apttus cloud.
- Implemented functionality that allowed for remote programs to be run on a virtual machine directly from a users desktop.
- Mitigated time consuming processes through automation of frequently used technical operations within Apttus's cloud department.

Technical Skills

LANGUAGES - C++, Python, Angular 6 JavaScript, HTML, C#

EXPERIENCED WITH - LaTeX, Adobe InDesign,

Organizations

KAPPA THETA PI - PROFESSIONAL TECHNOLOGY FRATERNITY EXECUTIVE BOARD

Winter 2019 - Winter 2020

- Planned several social events and bonding opportunities for members of the organization to get to know one another more, and grow and develop together.
- Communicated constantly and effectively with active members in order to understand trends in the fraternity's social desires and member unity.
- Worked with website committee team to overhaul fraternity's official website from a dated bootstrap template to a platform with easy access to event schedules and information concerning the fraternity.
- Participated in rush events that focused on expanding the organization to include more like-minded and qualified individuals.