

Arjun Ramanathan

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WORK EXPERIENCE

Affinity - San Francisco, California

Software Engineer II – Integrations

June 2023 - Current

- Planned and led a large integration feature initiative between Affinity and Slack that allowed customers to send field value change information from Affinity directly to a recipient of their choosing within Slack.
- Created a native integration with Mailchimp to improve efficiency and cut costs between Affinity and Tray.io
- Refactored large sections of code to accommodate for a rapidly growing suite of native integrations.

Software Engineer – Integrations

Jan 2022 - June 2023

- Maintained and troubleshooted the suite of Tray.io based integrations that Affinity offers to its customers.
- Worked on developing Affinity's *Affinity for Salesforce* product offering, contributing to the underlying infrastructure and data models behind the integration, as well as core work streams prior to going to market.
- Contributed to small feature work on Affinity's analytics offering and created an internal tool to chart usage data of Affinity's customers over several Looker instances.

Cisco Systems - San Jose, California

Software Engineer- Cisco IT Business to Business

July 2020 - Dec 2021

- Restructured commerce and configuration APIs from REST and SOAP protocols to a new GraphQL framework in order for partners to conduct commerce seamlessly and control data more easily.
- Developed new commerce functionality in Java with Spring Boot by utilizing existing services to carry out tasks such as product configuration validation within Cisco commerce.

Software Engineering Intern- Cisco IT New Product Introduction

May 2019 - Aug 2019

- Eliminated 30% of Cisco Commerce's client-filed support cases by using Java to implement an adaptive helper chatbot for Cisco Commerce's product configuration platform.
- Leveraged Google Dialogflow's conversational AI platform and Cisco's MongoDB server data to ensure intelligent and modular chatbot responses spanning over several user query flows.

Software Engineering Intern- Cisco IT New Product Introduction

May 2018 - Aug 2018

- Developed the front-end using Angular 4 JavaScript for an internal commerce dashboard that allowed Cisco admins to add Bills of Materials to new and refurbished products.
- Automated data management in a backend MongoDB server via user triggered events on the dashboard in order to track the status of items and tasks to be modified by Cisco admins.

Apttus Corporation - San Mateo, California

Software Engineering Intern

June 2017 - Aug 2017

- Optimized Apttus cloud testing processes by using C# to automate deployment of Microsoft Azure virtual machines within the Apttus cloud.
- Used shell scripting to implement functionality that allowed for testing and maintenance programs to be run remotely on a virtual machine directly from a users desktop.

EDUCATION

University of Michigan, Ann Arbor - College of Literature, Science, and the Arts

B.S. Computer Science, GPA: 3.343

Sept 2016 - April 2020

- **Relevant Coursework:** Data Structures and Algorithms, Web Systems, Introduction to Operating Systems, Computer Security, Introduction to Artificial Intelligence, Database Management Systems, Discrete Math

TECHNICAL SKILLS

- **Languages & Frameworks** - Ruby, Postgres, Redis, Bash, AWS, C++, Java, MongoDB, SpringBoot