CHARU SINGH

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EDUCATION

NORTHEASTERN UNIVERSITY, Boston, USA   Jan 2021 – Present
Master of Science in Information Systems
Expected Graduation Date: December, 2022

Dr. A.P.J. ABDUL KALAM TECHNICAL UNIVERSITY, INDIA   Aug 2011 – July 2015
Bachelor of Technology in Information Technology

EXPERIENCE

INFORMATION TECHNOLOGY SERVICES – NORTHEASTERN UNIVERSITY, Boston, USA   Jul 2021 – Present
Digital Knowledge Analyst
- Draft and update Knowledge Base articles that are accessible to all 10,000+ Northeastern students and staff to aid them with academic technology
- Worked with university staff and users to improve the quality of knowledge base articles and increased views by 210% compared to previous years

HCL TECHNOLOGIES, India   May 2018 – Dec 2020
Software Engineer
- Streamlined SQL Server Integration Services packages to clean and transform millions of rows of data, and update the data warehouse daily
- Analyzed client's business requirements; visualized Business Intelligence reports in SQL Server Reporting Services, to forecast and predict inventory, thereby driving effective business decisions involving two million customers across the Asia-Pacific region
- Provided knowledge transition to new staff; prepared and conducted in-class training on project-specific practices to reduce onboarding time by 50%
- Implemented solutions to resolve issues and optimize query execution to improve report efficiency by 35%
- Led the development of reporting dashboards for business users on QlikView and Power BI that are used daily to drive the billion-dollar business across multiple countries

HCL TRAINING AND STAFFING SERVICES, India   Oct 2017 – May 2018
Graduate Engineer Trainee
- Gained understanding of Waterfall and Agile methodology of Software Development Life Cycle (SDLC)
- Spearheaded interactions with client SMEs to gather and translate business requirements into technical and functional design documents; helping the client and higher management develop an efficient plan for timely execution
- Investigated and optimized SQL queries, improving effectiveness by 20%

ACADEMIC PROJECTS

Cov-Shield 2021 (Java, HTML, CSS, DB4O)
- Coded an application with 4 enterprises working together in several work queues, enables users to track and facilitate vaccination in a city
- Teamed with 2 people to deliver the application that can notify users of their upcoming appointment and vaccination confirmation via emails

Customer Relationship Manager 1.0 (SQL, ASP.Net, ERP domain)
- Designed comprehensive database system in SQL after gathering requirements from users
- Created normalized tables from the relational schema, obtained after translating requirements into ER diagrams
- Facilitated data extraction, data interpretation, and analysis using SQL queries

SKILLS

Analytical Tools: MS Excel, MS Visio, Visual Studio BIDS, SQL Server Data Tools, Power BI, QlikView

Databases: Oracle 11g, SQL Server 2008 R2, 2012
Languages: SQL, C#, ASP.Net, Java, HTML, CSS
Misc.:   Jira, Confluence, Eclipse, NetBeans, Azure Data Studio, MongoDB, Python, Git