Dharani Ravanam

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SUMMARY

Experienced Systems Engineer with 2.7 years at Tata Consultancy Services as an Oracle PL/SQL Developer and Module Lead. In this role, I managed CRM Service Requests, handled incident management, and resolved client issues related to the CRM application. Currently pursuing a master's in computer science with a focus on data structures, object-oriented programming language, and emerging technologies such as AI, Cloud Services, and Blockchain.

EDUCATION

University of New Haven — West Haven, CT
Master of Science, Computer Science — **December 2025**
GPA: 3.96/4

Pragati Engineering College — Kakinada, India
Bachelor of Technology, Information Technology — **July 2021**
GPA: 8.52/10

WORK EXPERIENCE

Tata Consultancy Services — **Hyderabad, India**
System Engineer, PL/SQL Developer — June 2021 – January 2024

- **Project Management:** Led a team of 4 as a Module Lead, ensuring all KPI (Key Parameter Indicators)
- **User Support:** Addressed user issues within deadlines and effectively maintained the CRM, user interface.
- **PL/SQL Development:** Enhanced and updated PL/SQL packages, and procedures for new requirements.
- **Database Management:** Created and managed databases and tables to enhance system efficiency.
- **Training:** Conducted customer training sessions, which resulted in a 10% reduction in common support issues.
- **Code Modernization:** Updated legacy code bases to modern development standards.
- **Automation:** Automated manual processes, increasing efficiency and reducing workload.
- **Process Improvement:** Proposed and filed two process improvements, one recognized as the best improvement at the unit level.
- **Collaboration:** Collaborated with other teams to design, develop, and test new system features maintaining quality.
- **Accomplishments:** Resolved 2 long-standing database issues for two years.
- **Recognition:** Awarded the title of "Contextual Master" for demonstrating exceptional domain expertise.
- **Achievements:** Received 12 awards, including "Star of the Month" and "On-the-Spot Awards"
- **CSR Activities**: Organized technical and soft skills sessions, conducted mock interviews with feedback

TECHNICAL SKILLS:

- Programming Languages: C, C++, Python, Java, PL/SQL, HTML, CSS
- Tools: Oracle E-Business Suite, Oracle 10g, Oracle 9i, Workflow Builder, Toad, Jupyter, Git
- Technology /Others: Machine Learning, YOLOv8, Blockchain, Digital Marking, Google Cloud.

RESEARCH AREA / AREAS OF INTEREST: Artificial Intelligence, Machine Learning, Blockchain.

CERTIFICATIONS:

- Google Cloud Certified Associate Cloud Engineer
- Blockchain Specialization, University of California, Irvine
- Fundamentals of Digital Marketing, Google

PROJECT:

- **Green-to-Concrete Ratio using Yolov8:** Developed AI-powered image segmentation tool using YOLOv8 to analyze urban green space from satellite imagery.
- **Forest Fire Detection using CNN:** Developed a UAV-based system using advanced image processing to detect and monitor forest fires for early warnings and prevention.

EXTRACURRICULAR ACTIVITIES

University of New Haven, Graduate Student Council — **West Haven, CT**
Senator of College of Engineering & Member of Public Relations Committee — October 2024 - Present

- Represent student's concerns to college deans, contributing to policy development and student welfare.
- Develop and execute promotional campaigns, increasing event engagement through social media and marketing