

JOEL RAJ

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OBJECTIVE

To pursue a successful career that will enable me to follow my passion for software engineering.

EXPERIENCE

Concentrix

Technical Support Advisor I

July 2020 - Present

Toronto, Ontario

- Advising customers on how best to use the products or services provided.
- Handled sales of technical products of leading technology company in the world.
- Collaborating with the design, production, engineering, or research and development departments of the company to determine how products and services could be made or modified to suit the needs of the customer.
- Using technical skills to demonstrate to potential customers the usefulness of the product or service and how it may suit the customer better than competing products.

Majorel

Customer Service Representative

March 2020 - June 2020

Waterloo, Ontario

- Served customers by resolving product and service problems.
- Served customers by providing product and service information.
- Maintained customer records by updating account information.
- Prepared product or service reports by collecting and analyzing customer information.
- Managed customer service account for a leading technology company in the world.
- Managed both sales and tech support on calls (voice) and back office (non-voice) interactions.

CTRL-R

Full-Stack Engineer

December 2018 - January 2020

Hyderabad, India

- Developed web applications for clients using JavaScript, HTML5, CSS3, Bootstrap, React, Node.js, Express, Postgres, MongoDB.
- Developed mobile applications for clients using React Native, Node.js, Django, MySQL and Postgres.
- Designing and developing APIs
- Unit tests, automation, and code reviews.
- Client meetings and management to craft products as per their requirements.
- Managed a team of two engineers using the AGILE methodology of software development.
- Worked on projects in Finance, Manufacturing and Energy sectors.

AIEdge

Software Developer

January 2015 - Septemeber 2017

Hyderabad, India

- Designed and developed AI-powered computer vision microservices.
- Developed features that scan barcodes and read data from the barcodes.
- Developed a microservice which can scan a string of characters from an image and map it across any credit/debit card numbers.
- Developed an in-house algorithm which scans handwritten forms and sort data according to their type.
- Contributed in code reviews and product development using AGILE methods such as SCRUM framework.

EDUCATION

Jawaharlal Nehru Technological University

2014-2019

Bachelor of Technology in Computer Science and Engineering (BTech)
Hyderabad, India

Courses: Java, Web Development, Software Development Lifecycle, DBMS, Object Oriented Analysis and Design, Cloud Computing, Compiler Design, Computer Networks, Linux Programming and Network Security.

Passed with distinction.

TECHNICAL SKILLS

Programming Languages	Python, Java, C/C++, C#, Javascript, PHP
Machine Learning	Numpy, Pandas, Scikit-learn (using Python)
Computer Vision	OpenCV
Databases	MySQL, PostgreSQL, SQLite, Oracle, Microsoft SQL Server
Web Development	HTML5, CSS3, Javascript, Nodejs, React, Express, MongoDB
APIs	Node.js, Flask, REST, GraphQL
Wireframes and Prototyping	Adobe XD, Sketch
Visual Design	Adobe Illustrator, Adobe Photoshop, Canva

PERSONAL PROJECTS

Java Based Media Fetcher	Programmed in Java for making a file explorer which enables users to select and play different types of media files using the SceneBuilder and JavaFX library for GUI.
PyDA	Developed a software (GUI) for speech analyzer. It can process audio input of any theoretical, mathematical or hypothetical question and give an answer from the web. Developed using Python, WolframAPI and Wikipedia libraries.

VOLUNTEERING ACTIVITIES

AIESEC

November 2013 - February 2014

Student Exchange Coordinator

Jalandhar, India

- Coordinated with NGOs and international partners for delivery of volunteering internships for students from abroad
- Account management for partnerships with NGO's.
- Developed leadership skills by leading a team of four people.
- Delivered results by marketing and promoting internships abroad.