Quick Base Craft Demo
Software Engineering co-op

25th March 2020

Hello.

I am a Computer Science Graduate Student at Northeastern University

Before commencing a graduate degree, I was working as a Software Developer for 5 years in EDI Gateway team for Healthcare Insurance Client. My experience has helped me grow my skills in team collaboration, verbal communication, and project leadership.

I am interested in learning, understanding and working on Cloud Computing, web technologies and how I can put these pieces together to create software systems or product which can help an organization grow.

Portfolio > Service Ticket Distributor

Problem:

- Multiple teams shares single ServiceNow queue with different Assignment Group.

- Every team member has to check all the tickets and take only those tickets which belong to their team.

- We cannot create a new queue for each team due to business constraints.

Solution:

- I developed a proof of concept to distribute the tickets to respective Assignment Groups using the approach of Distribution in Machine Learning and R language.

- The goal was to take the keywords from short description and distribute the ticket to respective Assignment Group based on those keywords.

- Solution can potentially improve the efficiency of team by 20%.

How to apply Design Thinking instead of conventional methods to solve a problem

Problem:

- For adjudication confirmation, clients require archived claims.
- Client needs to create special request to get those details as it contains PHI data of customers.
- Turn Around Time of request is 2 days after approval.

Solution:

- I led a team to design and implement application using C, JSP, Shell Scripting and IBM queues.
- Any authorized client can directly extract the claims specific details using the application without sending an additional request.
- This reduced the Turn Around Time of request by 80%.

Leading a team for end to end solution design and implementation to improve client values