Pooja Ravikumar

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EDUCATION

Arizona State University,	**Tempe, Arizona, USA**
Master of Science, Information Technology (3.8/4.0)	*Aug 2024 - May 2026*
St. Joseph's College of Engineering	**Chennai, Tamil Nadu, India**
Bachelor's in technology, Information Technology (CGPA 3.5)	*Aug 2016 - May 2020*

WORK EXPERIENCE

Software Engineer   **Jan 2023 - Jul 2024**
Health Edge Software   *Bengaluru, India*

- Contributed to 10+ health insurance projects (claims, enrollment, provider management) using Agile, translating **US client** needs into technical specs. Implemented 100+ JAVA code changes like bug fixes, enhancements, applying design patterns and SOLID principles for maintainability.
- Optimized performance by **15%** , reduced DB query time using code profiling within Bitbucket.
- Reduced incident response time by **25%** using AppDynamics (APM), JIRA (issue tracking), and Salesforce (CRM).
- Deployed and maintained applications on Microsoft Azure. Implemented CI/CD using Docker,& Jenkins.

Production support analyst   **Aug 2020 - Mar 2022**
BNP Paribas India Solutions   *Chennai, India*

- Resolved 200+ production incidents (crashes, compatibility, performance bottlenecks) with <2-hour average resolution time, ensuring **99.9%** uptime for core banking applications . Utilized ServiceNow for incident tracking and implemented monitoring dashboards using lotus tool.
- Provided Level 2/3 support to **50+** internal users, troubleshooting workflow/lifecycle process issues and escalating complex problems. Awarded for Customer Excellence.
- Implemented/maintained PL/SQL and Unix shell scripts (awk, sed, cron) for automated file transfer and monitoring. Version control: Git. Implemented automated deployments using CI/CD Tool, Jenkins.

Research Intern,   (IJITEE - **ISSN 2278-3075**)   **Oct 2019 –Jan 2020**
IJITEE Research Intern, RNS Institute of Technology   *Chennai, India*

- Led a team of 3 researchers in a study on data mining, Performed hypothesis testing and predictive analysis to identify trends in survey data. Created presentations summarizing research findings and communicated insights to academic and non-technical audiences.
- Developed data visualizations in Tableau/Excel to communicate insights effectively to stakeholders.
- Earned **Top Honors for Dissertation** (International journal submission with 10,000+ Parciptants).

LEADERSHIP ACTIVITIES

- **Project Lead , BNP PARIBAS** - Led a team on Banking Portal **FULL STACK** development 2020. Managing timelines, budgets, and customer expectations. Used Microsoft Suite to create project plans, track progress, and present updates to supervisors or stakeholders. Completion of project with **20%** less resource usage and open communication.
- Collaborated with a team of engineers and designers to develop new features for a Full stack application using Agile methodology.

PROJECTS

- **AMTC (Angio Method of Tunnel Construction):**
  Presented on submerged prefabricated tunnel construction (St. Joseph's, 2016) - "Best Innovation Project" (100+ participants).
- **PRO (Personal Regime Optimizer):**
  Developed a personalized diet recommendation system using R, UI/UX, and a machine learning algorithm (SSN,2017) - **80% accuracy**.

- **KNN-based Automatic License Plate Number Recognition System** - Concerns about these systems have centered on privacy issues, such as government tracking citizens' movements, and misidentification.This project was done as part of https://www.sih.gov.in/ **Tools** - K-NN algorithm, Python.

TECHNICAL STACK

Project Management Tools: JIRA, Confluence for task management, sprint planning, and documentation.
Microsoft Office Suite: Proficient in Excel , PowerPoint , and Word, Visio.
Agile/Scrum Development: Understanding of Scrum ceremonies, sprint planning, retrospectives, and daily stand-ups. **Version control tools** like Git and GitHub and Coding knowledge in Python, Java**.**
Script languages: PL/SQL, MySQL, Unix shell scripting. data analysis tools like Excel, Tableau for project insights. **Additional Tools/Skills:** Slack, Teams,Google calenders, Salesforce.