Raghav Bali

544 West Main Street Madison, WI 53703 | raghavbali.12@gmail.com | (973) 615-2117

WORK EXPERIENCE

Technical Solutions Engineer, *Epic Systems Corporation*   **2018 - 2021**
- Worked directly with top health systems in the country to provide software support and troubleshooting solutions for Electronic Medical Records (EMR)
- Provided technical support and onsite assistance in rollout of cardiology module to new customer that resulted in a 33% cost reduction in a 3 month time frame
- Wrote code and coordinated testing for development projects that allowed Epic organizations to download updates to their system with greater ease
- Led a project spanning multiple teams (R&D, QA, implementation) to develop and test software features that improved physician efficiency at hundreds of hospitals around the country
- Promoted to Team Leader and managed a team of three direct reports to ensure productivity and satisfaction amongst their clients
- Proactively enrolled in a graduate level computer science class offered by UW Madison in partnership with Epic to learn about artificial intelligence concepts
- Assumed the role of Mentor Program Coordinator, which involved selecting mentors for incoming new-hires, improving the training curriculum for new employees, and welcoming new members of the team to Epic
- Took on the role of Epic's official vendor liaison to Change Healthcare Cardiology, working with them to exchange APIs and implement integration between Epic and third-party products

Business Analyst, *Kantar Retail (WPP Group)*   **2017**
- Focused on data analytics, promotional optimization, and narrative creation for enhanced retail outcomes for Consumer Packaged Goods
- Created and delivered pricing optimizations to a top personal care company in order to maximize revenue and increase market share

Upper Classman Advisor, *Haverford College*   **2016 - 2018**
- Mentored fourteen incoming students by aiding them with managing academic requirements and social aspects of their college lives

Research Associate, *Haverford College*   **2015**
- Wrote program code for graphical modeling of significant trends in inorganic chemical reactions, thus enabling predictive modeling of yield purity with respect to input compound ratio

EDUCATION

Haverford College, Haverford, PA   **2014 - 2018**
BA in Economics, minor in Computer Science, Cumulative GPA: **3.6**
Coursework*: Principles of Programming Languages, Cyber Security: Attacks and Defenses, Theory of Computation, Discrete Mathematics, Data Structures and OOP

SKILLS / INTERESTS
- Proficient in MS Excel, Python. Intermediate in C++, C#, Racket, SQL and Java
- Captained the Haverford Cricket Varsity team for two years, leading them to the first unbeaten season since 1996
- Member of Haverford College's hip-hop dance group, Bounce
- Certified level 5 Trinity Guildhall in piano and level 3 in drums, self-taught guitarist