

Raja Singh Ravi

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Dear Professor Barbara:

I am writing to apply for Graduate Assistant position at the University of South Florida. I am joining for Business Analytics and Information Systems for the Fall 2018 semester. I have a prior work experience of four years in Business Intelligence and Healthcare Service Desk Analytics.

During my tenure at HTC Global services and CareTech Solutions, as a Reporting Analyst, I am part of designing of complete BI ETL and Reporting Platform where thousands of reports are dispatched to several hundreds of customers on a periodic basis. I was involved in the data modeling of the transactional database for an online data metrics reporting tool, writing several PL/SQL queries, and other services. Knowledgeable in working on SAP Business Objects, Crystal Reports and reports distribution tools such as APOS. I worked in resource forecasting application, Teleopti and developed an in-house leave management application, for creating work schedules for service desk agents. Created interactive metrics dashboards using Tableau software by connecting to a data warehouse and by writing custom SQL queries.

I was a Team Lead for Knowledge Base Document Management System project, which was completed using Machine learning Classifiers and Indexing libraries in Python.

Also as a Data Analyst, I worked on various data management projects using Business Intelligence reporting and analytics tools. Performed Data Quality tasks like analysis, profiling, De-duplication and cleansing for huge customer data sets. Created many data porting ETL jobs to port data between different systems using Talend and Informatica Tools.

I was involved in an entire agile software design and development lifecycle and interact with different clients for designing business models and gathering business requirements. As, I was always in a position to learn new technologies and tools, more eager to work and learn in research and development projects and excited to work on new projects. If I had given the opportunity, I will do my very best for the position. I truly thank you for considering my application. I am always happy to hear back from you.

Sincerely,

Raja Singh Ravi

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Four years of development experience in Microsoft Technologies, Business Intelligence, and Data Management Solutions. Worked for CareTech Solutions on an engagement that includes Service Desk Analytics and Reporting. Well versed in design and development of applications end-to-end in Microsoft technology.

EDUCATION

Bachelor's Degree in Electronics and Communication Engineering

2010 – 2014

WORK EXPERIENCE

HTC Global Services.

Aug 2014 – JUL 2018

- a) Built domain-specific rule-based chat-bots for healthcare centers for the functionalities like find a doctor, doctor's appointment booking and reports generation using Python NLP modules. Chat-bots are designed to learn on their own based on the user conversation.

Learnt Natural Language processing, Speech-to-text processing & Python NLP modules.

- b) Implemented a Knowledge Base management system for classifying and indexing user manuals using Support Vector Machine classifier and Whoosh text Indexing concepts in Python. This application is integrated with a Ticketing system using Web API to help service desk agents to perform better and to save their time.

Learnt Naïve Bayes, Random Forest, Support Vector Machine classifiers; Whoosh Indexing; REST Web API.

- c) As a Reporting Analyst, responsibilities included in the designing of complete Reporting Platform – both offline and Real Time where thousands of reports are dispatched to several hundreds of customers on a periodic basis. I was involved in the data modeling of the transactional database, writing several Stored Procedures, and creating web pages. Built C/C++ applications based on socket programming to integrate with the telephony system. I was involved in the entire software development lifecycle and was onsite to ensure a smooth rollout of production.

Learnt Talend ETL, PL/SQL and .NET MVC. Had a good exposure to Very Large Databases and Service Desk operations.

- d) As a Full stack developer, helped to build a Self Service Portal application in CareWorks (CMS) which helps hospitals for creating service tickets and other requests. Developed and maintained the Design Board of the FormBuilder tool which is the heart of the FormBuilder and Implemented JavaScript event handling and developing the WebAPI

call for all the basic and advanced controls. Involved in deployment of the code into the production environment and maintained in Tortoise SVM.

Learnt ASP .NET, Web Forms, REST Web API and web development languages HTML5, BOOTSTRAP, JQUERY;

- e) As a Data Analyst, worked on 3 turnkey projects while at HTC's BI Center of Excellence. Customers included SREI - a Non-Banking Equipment financing organization, Aditya Birla Financial Services Limited and Computer Age Management Services (CAMS). These projects included Data Profiling, Data Cleansing, ETL, De-duplication, Data Masking and creating an MDM solution integrating with other systems in the organizations. Built several Web UIs.

Learnt Informatica Data Integration tools, Informatica MDM and Talend DQ. Handled crores of customer data and created the Golden view of Data.

Academic Project

Jan 2016 – April 2016

Developed a weather forecasting application for classifying satellite cloud images using pattern recognition algorithms and image processing classifiers. Introduced Multi-resolution Analysis (MRA) to improve accuracy and to reduce redundancy. Compared the characteristics of Orthogonal Polynomial and Discrete Cosine Transformation algorithms.

Learnt MATLAB, Texture extraction & transformation algorithms and Image processing Classifier.

TECHNICAL SKILLS

- Languages and Scripts: C#, ASP .NET, MVC, Python, HTML5, CSS3, Bootstrap, JavaScript, JQuery, RDF, SQL, PL/SQL, SPARQL, XML, SOAP and REST Services.
- Databases: Microsoft SQL Server, Oracle, PostgreSQL, MySQL, Intersystem Cache.
- Business Intelligence Tools: Informatica DQ, Talend DQ, Informatica Power center, Talend DI, SSIS, Informatica Address Doctor, Informatica Dynamic Data Masking, Test Data Management.
- Master Data Management Tools: Informatica MDM, Informatica Identity Resolution
- Reporting Tools: SAP Business Objects, Crystal Reports, Tableau and SSRS.

ACCOLADES

Employee of the year 2016 award in Business Intelligence and Analytics department at HTC.