RAJAT

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Technical Skills

Languages: *Python, Java, SQL, .JS, HTML-5, CSS-3*
Technologies: *Docker, Kubernetes, Matlab, Randoop, Evosuite, Maven, Wireshark, NumPy, Pandas, MySQL*
Others: *Azure, Jira, Github, Agile, Web-Scraping, MS365, UML, Software Design, DSA, TCP/IP*

Experience

Acosta, BestBuy   July 2024 – January 2025
HP Product Associate Part-Time | Salesforce, Alteryx, Power BI, Excel　　　　*Brampton, ON, Canada*

- Leveraged **Salesforce CRM APIs** to automate customer relationship management tasks, track sales activities, and analyze customer data, contributing to maintaining an **NPS** (Net Promoter Score) of **87%**.
- Utilized **Alteryx** workflows and **SQL** queries to streamline data analysis and uncover growth opportunities, resulting in a **15%** improvement in operational efficiency..
- Achieved an average monthly sales volume of **$200,000** and acquiring more than **200** new memberships consistently contributing to an overall quarterly sales increase of **27%**.
- Automated inventory management processes using **Python scripting**, enabling accurate tracking of over **1,000** tagged items within the **TREX** system and ensuring efficient product availability.
- Developed **customized dashboards** in **Power BI** to visualize key metrics, enabling data-driven decisions and contributing to a **27%** increase in quarterly sales.

CGI   January 2022 – Dec 2022
Software Engineering Intern | Python, REST API's, Selenium, SoapUI, Azure, SQL　　*Toronto, ON, Canada*

- Developed and maintained backend services by optimizing **SQL queries** and ensuring data integrity across multiple servers, improving data processing efficiency by **25%**.
- Collaborated with cross-functional teams to configure and monitor **Azure Monitor** and **Splunk** for proactive application and server issue detection..
- Applied **SoapUI** and **Postman** for **web service testing**, ensuring the reliability and performance of **API's**.
- Conducted extensive logging and bug identification through **XML reports**, enhancing the **debugging** process and contributing to a **20% decrease** in defect turnaround time.
- Developed automated test dashboards integrated with **JAMA, Jira, and SQL servers**, streamlining the **QA defect** resolution process by embedding these tests into **CI/CD/CT** pipelines.
- Effectively used **HP ALM** to create and execute **500+ test scripts**, record results, and conduct **smoke, performance and regression testing**, increasing system stability by **25%**, which contributed to a **10% reduction in post-deployment bug fixes**, saving an estimated **$20,000** in support costs.

York University (UIT)   September 2021 – December 2021
Computing Support Assistant | Jira, PowerAutomate, Bash-Scripting　　　　*Toronto, ON, Canada*

- Utilized **Jira** for ticket management and tracking, resolving **15-20 technical support tickets** daily related to **hardware, software, and network issues**.
- Diagnosed and resolved complex technical issues using tools such as **Wireshark** for network troubleshooting, **Active Directory** for user account management, and **PowerShell** for automation of repetitive tasks.

Projects

AI-Powered Personal Portfolio Chatbot | *LangChain, Ollama LLM 3.1-70b, Docker, Streamlit, Python*　　**Link**
Designed and Developed an **AI-powered personal portfolio** using **Python** and **Ollama LLM**, with **Streamlit UI interface** which enables users to ask questions about my **Professional Portfolio**

Cloud Native Resource Monitoring Python Tool | *Flask, AWS AKS/EKS, Kubernetes, Docker, Splunk*　　**Link**
Applied **Agile methodologies** and **Git for version control** to streamline project workflows. Built **Python-based monitoring app** with **Flask** and **psutil**, containerized using **Docker**, deployed on **AWS EKS**. Automated deployment using **Boto3** and achieved comprehensive resource tracking with **Kubernetes**.

Education

York University (Lassonde School of Engineering)   January 2020 - May 2024
Bachelor of Engineering (B.Eng) in Computer Engineering with Specialized Honors (3.3/4)　　*Toronto, ON, Canada*

Certifications

- Microsoft AZ- 900 (Azure Fundamentals) Link
- Bergeron Entrepreneur for Science and Technology (BEST) Link
- *Microsoft Excel Crash Course for Business Analysts Link*