

# RAJ NAGAR

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## SUMMARY

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I recently graduated from Monash University with a Bachelor of Engineering having practical experience in Product Design, Software Development, Project Management, Technology Implementation and Customer Services. After exploring multiple dimensions of my education in Mechatronics, I have decided to pursue a career in Software Development where I can develop ideas into reality using Artificial Intelligence (AI).

## EDUCATION

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### MASTER OF INFORMATION TECHNOLOGY – MAJOR IN ARTIFICIAL INTELLIGENCE

*RMIT*, Starting in Feb 2023

### BACHELOR OF ENGINEERING – MECHATRONICS (HONOURS)

*Monash University*, Jul 2022, **Awarded** with Academic Scholarship

### VICTORIAN CERTIFICATE OF EDUCATION (VCE)

*Nossal High School*, Nov 2016, ATAR **95.60**, **Shortlisted** for Victorian Design Award for creating a modular Vending Machine

## SOFTWARE SKILLS

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- *Engineering Software* Solidworks CAD/CAM, FEA, C#, Python, JavaScript, OpenCV, PyTorch, GitHub
- *Creative Software* Adobe Creative Suite, Slack, Notion
- *Operations Software* Zoho CRM, Zoho Finance, Zoho Sites, Zoho Creative, Microsoft Office Suite, LodgeIt

## PROJECT HIGHLIGHTS

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- *PlantDetection* Created a machine learning model to detect plant species accurately using 450k images.
- *Plastic Sheet Press* Commercial grade machine to create plywood alternative sheets from recycled plastic.
- *TiniVend* A modular, energy saving vending machine for small businesses and storefronts.
- *Unsupervised ML training* Investigation into training a semi-supervised model simulating low data scenarios.

## WORK EXPERIENCE

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### ZED TECHNOLOGIES, Melbourne

Zed develops technologies that allows healthcare providers and doctors to share medical imaging quickly and effectively through web and mobile applications.

#### *Support Consultant (Apr 2022 – Present)*

- Provided support to medical imaging clinics for front-end patient imaging cloud software through Freshdesk.
- Coordinated with software engineers to provide rapid solutions whilst maintaining patient confidentiality.
- Self-learnt and took on new training about PACS, RIS, Hospital patient software workflows and medical imaging encryption across modalities.

### RBIZZ SOLUTIONS, Melbourne

A Melbourne based Accounting & Business Advisory firm serving local and international clients with Accounting, CFO Services, Taxation, Payroll, Systems, Processes, Finance and Statutory Compliance Services.

#### *AI Systems Specialist (Aug 2020 – Present)*

- Introduced and maintained automated systems for financial solutions for small businesses to streamline financial processes and dramatically reduce turnaround time per client.

- Successfully carried out SEO analysis and implemented white-hat techniques to organically boost online presence and attract local businesses and individuals.

### **PRECIOUS PLASTIC, Melbourne**

A Melbourne chapter of a global not-for-profit engineering organisation that researches, designs and fabricates solutions to tackle local plastic waste alongside actively performing education outreach in the community.

#### *Technical Research & Development Lead (Oct 2019 – Jul 2022)*

- Managed a team of 25 to develop solutions with a direct focus on final user experience.
- Handled executive decision making and planning tasks, whilst collaborating with 4 other internal divisions.
- Utilised specialist engineering software such as Solidworks and Ansys to design and analyse viability of structures and products.
- Secured sponsorships by communicating with external stakeholders to improve quality.
- Continuously self-learned new skills to implement new solutions in upgrading existing machinery.
- Coordinated with executive University stakeholders, external commercial partners and students to ensure project viability and gain funding.

### **SERCO, Melbourne**

A FTSE 250 company that manages over 500 government contracts across the world in sectors of health, defence, transport, justice, space and citizen services.

#### *Customer Contact Officer for NDIS (Jan 2021 – Aug 2022)*

- Responsible for processing sensitive customer enquiries and data to facilitate in continued participant support in a timely manner.
- Liaised with agency stakeholders to provide accurate and relevant solutions to participant medical issues whilst upholding strict privacy standards.

#### *Customer Processing Agent for Services Australia (Oct 2018 – Oct 2019)*

- Responsible for processing customer accounts and data to provide seamless services and reducing turnaround time.
- Communicated with government stakeholders on issues to provide relevant solutions for end customer.

### **VODAFONE RETAIL, Melbourne**

The second largest telecom company listed on the ASX, providing mobile and internet connectivity solutions.

#### *Retail & Technology Assistant (Jan 2017 – Jul 2018)*

- Established a strong relationship with customers from diverse backgrounds by utilizing practical interpersonal skills and in-depth technical knowledge about products and services.
- Assisted customers in choosing the right products and services that saved significantly on their monthly bills.

## **VOLUNTEER AND LEADERSHIP EXPERIENCE**

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### **UNIVERSAL BROTHERHOOD MISSION, Sydney**

#### *Visual media and Graphics coordinator (Mar 2014 – Jul 2016)*

- Implemented 3D video graphics using Adobe Creative Suite
- Edited professionally captured video to create short films
- Aided in leading media operations at the national events

### **NOSSAL HIGH SCHOOL, Melbourne**

#### *Fitness Leader (May 2015 – Sep 2016)*

- Led training classes for students ensuring safe and correct use of equipment
- Oversaw participants in accordance with OH&S specifications

## **INTERESTS & ATTRIBUTES**

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- **Attributes:** Creative Problem Solving, Effective Verbal and Written Communication, Engineering Project Management
- **Interests:** Rock Climbing, Mountain Biking, Yoga, Hiking