

RAJ NAGAR

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SUMMARY

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

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

- *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

- *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

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

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

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