**ROHIT PAUL GERARD NAGARAJAN**

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Github: [github.com/rohitpaul1998](https://github.com/rohitpaul1998) | Portfolio:

**EDUCATION**

**Northeastern University, Boston, MA Sep 2022 - May 2024**

Master of Science in Information Systems GPA: 3.529

**Coursework**: Application Engineering and Development, UI/UX Design and Testing, Web Design and User Experience Engineering, Smartphones based Web Development

**Sathyabama Institute of Science and Technology, Chennai, TN Jul 2015 - Jul 2019**

Bachelor of Engineering in Electronics and Communication Engineering

**Coursework**: Object Oriented Programming, Computer Architecture and Operating Systems

**WORK EXPERIENCE**

**Oracle Financial Services Software, Chennai, TN Nov 2021 – Jul 2022**

**Associate Consultant – User Experience**

* Collaborated on the implementation and enhancement of web-based functionalities for global clients under the Oracle Banking Digital Experience (OBDX) domain, ensuring seamless user experiences and intuitive interfaces
* Conducted comprehensive usability testing and debugging of UI issues, collaborating closely with developers to identify and address root causes promptly, resulting in improved software quality and enhanced user experience
* Communicated with clients to gather feedback on user experience with OBDX modules, proposed alternative solutions, refined wireframes, leading to increased client satisfaction and a 40% expansion of the user base
* Leveraged BrowserStack for comprehensive usability testing across Windows, macOS, iOS, and Android devices. Proactively addressed usability issues, optimizing user experience and driving increased engagement with the web application
* Employed Postman, MySQL, Java, and Flexcube Payload Service (FPS) to build web API automation scripts for 150+ use cases targeting loan and lease management modules. Fixed erroneous XML messages in WebLogic, reducing downtime by 3 hours
* Led a successful project to global sign-off, overseeing the development and implementation of automation scripts for lease and loan management, eliminated over 100+ defects and ensured seamless web-based functionality

**Tata Consulting Services, Chennai, TN Sep 2019 – Nov 2021**

**System Engineer – User Acceptance Testing**

* Analyzed user requirements, conducted use case analysis, produced end-to-end test plan documentations covering technical and functional requirements, reducing the need to schedule redundant meetings
* Eliminated development errors by 60% through data quality analysis in Oracle, monitored API calls in Kibana and reported data inconsistencies to development team
* Led a data migration project worth $1.5M with a team of 4-6, developed Linux shell scripts, migrated services from on-premise to Google Cloud Platform resulting in a 98% storage efficiency and customer satisfaction
* Provided training and support to entry-level associates, resulting in a 20% increase in their productivity and expertise in core-banking based web applications
* Reduced high-priority incidents in JIRA and ServiceNow by 90% through troubleshooting and addressing data quality issues from upstream applications, positively impacting business strategy and customer experience
* Applied Agile methodologies for project management and cooperated efficiently with 3 cross-functional teams to refine and prioritize tasks by organizing daily agile, scrum and defect triage calls
* Provided on-call expertise to clients and stakeholders, guided on transaction processing, customer and account modules, and adeptly communicated data flow across cascading systems
* Spearheaded Automated Clearing House project worth $1M with a team of 3, covering standalone, end-to-end, near partner, and regression testing, developed a .NET tool to compare .XML files, resulting in a 40% reduction in testing time and improved accuracy in identifying discrepancies and errors in data transfers

**CodeBind Technologies, Chennai, TN Feb 2019**

**Web Development Intern**

* Completed a comprehensive web development internship, gaining practical proficiency in HTML, CSS, PHP, MySQL, and Android, while applying industry best practices and coding standards for responsive and mobile-friendly designs
* Developed a dynamic Nutrition and Diet website using HTML, CSS, PHP, and MySQL from scratch, resulting in significant improvements such as a 50% increase in user engagement, a 20% rise in website traffic, and a 30% boost in website conversions through collaborative efforts with a diverse development team

**SKILLS**

**Programming**: Java, JavaScript, HTML5, CSS3, PHP, SQL, Git

**Databases**: MySQL, MongoDB, PostgreSQL, MS SQL Server

**Tools and Platforms**: JIRA, GitHub, Microsoft Excel, WordPress, VS Code, AdobeXD, Figma

**Cloud Services and Frameworks:** AWS S3, AWS Athena, Azure, Google Cloud Platform, Agile, Software Development Lifecycle

**Testing:** Usability Testing, Functional Testing, Regression Testing

**CERTIFICATIONS**

[Graduate Leadership Institute by Lead360](https://www.credly.com/badges/c024fb75-78d9-49b2-ab39-e43890d19de2/public_url)

**PROJECTS**

**Portfolio Website** | Technologies used: HTML5, CSS3, JavaScript **Jun 2023**

* Developed a visually captivating and responsive personal portfolio website from scratch using HTML, CSS (including CSS grid, flexbox, and keyframes), and JavaScript, incorporating stunning animations, interactive features (filter animation, testimonials slider, sticky navbar animation, modals), and both dark and light themes with a toggle button for enhanced user experience