

Ram Lal

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Summary

Able to work in a team environment and identify issues and make recommendations, analyze issues and find solutions, with 6 years of experience as a Java developer using the Spring Framework.

Education

Zirkel College

Bachelor's Degree in Computer Science • Houston, Texas

Skills

Rest, Sql, Communication Skills, Git, Oracle, Python, Java

Experience

Koala Basement

May 2019 - Present

Developer • Houston, Texas

- Created search engine optimization scripts to increase the number of daily searches for a 100% increase in organic search traffic

- Developed an advanced analytics program that increased the accuracy of the predictive model by 40%
- Created and maintained a web application for tracking sales trends and leads
- Implemented a new web application for monitoring and analysis of customer relationships, resulting in a 20% increase in customer retention
- Created a mobile app to track customer service metrics and provide customer service feedback

Aem Development

December 2017

Aem Developer • Houston, Texas

- Designed and implemented a customer service system that allowed for the tracking of customer orders, shipping details and payment information through a mobile app
- Updated the software to allow for greater customization of the customer experience and increased the number of phone calls handled per hour by 50%
- Developed a prototyping strategy and created a working prototype of a new customer order interface
- Researched and implemented new features to the existing code base, resulting in 5.8% increase in sales
- Streamlined IT operations processes through the use of DevOps, eliminating the need for manual intervention for maintenance and upgrades

Mathworks

December 2015

Mulesoft Developer • Houston, Texas

- Created a new API for a new service, increasing usage by over 50% within the first month
- Stored tens of thousands of user-generated data points per day and analyzed them with custom metrics to determine the best user experience
- Adhered to a strict time and budgeting structure while maintaining an average of 5 iterations per day for each project
- Proactively identified and reported security vulnerabilities in the most used services, resulting in 12 CVEs and 2 patches
- Created a custom dashboard for monitoring performance, uptime and alerting thresholds to ensure a 97% SLA