Riya Singh Patel

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# Technical Skills

* **Programming Languages:** Python | C | NumPy | pandas | shell script
* **Database Management:** MySQL | MySQL server
* **Operating systems**: MacOS | Windows | Bash
* **Data visualization tools:** Power BI | Tableau
* **Tools:** ServiceNow | Freshdesk | Jira | Git | Grafana | Kibana |Visual Studio | Jupiter | PowerShell | CRM tools
* **Software Applications:** Microsoft Word | Outlook | Microsoft office | Excel | PowerPoint

# Soft Skills

* Proficient in written and oral communication skills, analytical and problem-solving skills, Collaborative, Creative thinker, multitasking skills, self-driven, adept at working in fast-paced environment, team settings and interpersonal skills and innovation spirit.
* Highly skilled in research, advanced analytics, and time management skills.

# Education

**Master of Applied Computing** 09/2023 - Present

University of Windsor • Windsor, ON

* Third semester of program requires a 4 or 8-month internship that would start in September 2024

**Bachelor of Information Technology - computer science** 08/2012 – 12/2016

Technocrats Institute of Technology Bhopal, IN  
 Major Average: 81.2 %

# Professional Experience

**Data Engineer - Customer Service** 11/2021 – 08/2023

Icertis • Pune, IN

* Strong hands-on experience on multiple projects implementing dashboarding, building forecasting models, artificial intelligence, data visualizations, statistics, and analytics using Power BI and python programming.
* Demonstrated leadership and expertise in data transformation of complex datasets, loading, data modelling, clustering and extraction from many sources such as flat files, big data, SQL, relational database, and Oracle.
* Knowledge of quality assurance methods, testing approaches, frameworks, and methodologies.
* Understand the user requirements and perform data mapping and modeling for ETL pipelines procedures.
* Comprehensive knowledge of UX and UI design and end-to-end Icertis products, including customer-specific implementation, configurations, customizations, and system integration.
* Extensive Hands-on experience in Software Engineering with best practices across all stages of Agile methodologies.
* Communicate with clients on/off-site during pitching sprint demos and troubleshoot bugs, testing and providing solutions by leveraging the troubleshooting skills.

**Application Support Engineer - Operations** 04/2018 – 10/2021

Thomson Reuters • Bangalore, IN

* Led global Incident and Risk Management for Eikon's financial services platform, applying ITIL and project management practices to maintain optimal service status and implement quick corrective measures.
* Developed and maintained a comprehensive knowledge base and validation of functional documentation, enhancing processes via collaboration with cross-functional teamwork and applying expertise to reduce significant incidents.
* Logging tickets in ticketing system and ensuring that proper details and troubleshooting steps are available for further communication.
* Documented and refined critical detail-oriented incident management protocols, boosting the efficiency of issue resolutions, and collaborating with development during deployment and senior management to process improvements.
* Expert in using monitoring tools for incident detection and support, ensuring high availability and performance globally.

**Professor** 01/2017 – 10/2017

Govt. Polytechnic College • Shahdol, IN

* Served as a faculty member, teaching Coding in HTML, CSS, and basic computer architecture to college students.
* Designed and conducted laboratory web development sessions to reinforce theoretical concepts taught in lectures.
* Offered collaborative mentorship and provided innovative ideas to students with lab assignments and small projects, fostering their career growth.

# Projects

**Atliq - Business Insights 360 -** [**Link**](https://github.com/RiyaSinghPatel/Altiq-Business-Insight-360)05/2021 – 09/2021

* Developed dynamic KPIs and Business Intelligence report using Power BI for finance, supply chain team etc.
* Conducted detailed analysis using SQL, Excel function and Power BI for the market performance versus targets report in sales analytics.
* Applied conditional formatting and provide attention to detail using Power BI for risk analysis to highlight critical data points and trends.
* Added buttons like feedback with bookmark functionality in Power BI for quick access to gross margin percentage and net margin percentage in the marketing view, improving data interaction efficiency.
* Developed an executive dashboard in Power BI, offering stakeholders a concise overview of crucial metrics and insights, facilitating collaborative decision-making.

# Certificates

* Accenture North America - Data Analytics and Visualization Job Simulation – Forage - [**Certificate**](https://forage-uploads-prod.s3.amazonaws.com/completion-certificates/Accenture%20North%20America/hzmoNKtzvAzXsEqx8_Accenture%20North%20America_pfnMbXacnYjdH3ZYc_1713473979260_completion_certificate.pdf)

# Volunteer

**Board member** Present **Women in CyberSecurity (WiCyS)**

* Contributing to the organization's strategic direction and initiatives.
* Collaborate with other board members to organize events, workshops, and initiatives aimed at promoting women's participation and success in cyber security.

**Celebration of Nations Event** 02/2023

**University of Windsor**

* Promoting the event, making strategy, and work collaboratively in organizing the event.
* Supporting, consulting, and engaging the attendees.