

RAVI KUMAR SINGH

Jamshedpur, Jharkhand - 831005

📞 9431505948

✉ rvkumarsingh14@gmail.com

🌐 [linkedin.com/in/simplyrks](https://www.linkedin.com/in/simplyrks)

🐙 github.com/simplyrks

Professional Experience

Teksystems Global Services

October 2020 – Present

Software Engineer

- Authenticator (TOTP):- Used speakeasy library to build a server that can be used to authenticate users using the TOTP system.
- Architecture:- Designed flows for chatbots depending on the client requirements.
- GCP App Engine:- Wrote an App Engine Code made of API's to connect teams to Nice-Incontact for direct live agent connection through Teams.
- Azure Bot Framework:- Used Azure Bot framework to connect the Bot to teams.
- Nice Incontact:- Connected the Dialogflow Bot to Nice-Incontact IVR system so that it can be used as a Voice Bot.
- Azure Time Triggered Function:- Wrote an azure function to get user's data from AD and push into a db.
- Rest API:- Created Rest API to connect the dialogflow Bot to the frontend.
- Team Lead:- Got the responsibility to handle my team.

Associate Engineer

- Worked on a chat bot to connect to service now and register tickets for incidents and requirements, and to reset password for employees via their managers.
- Cloud Functions:-NodeJS code for calling different API's on different servers, NodeJS code for multi-factor authentication via chat bot, NodeJS code for write and read operations on Google Cloud Datastore
- Service Now:- Used API's to do CRUD operations on Tables, Used upload Attachments API
- Google Cloud Pubsub:- NodeJS code on App Engine to get data from Pubsub Topic and Push to MySQL table, Created Pubsub Topic and Subscription
- Azure Active Directory:- Created Apps on Azure AD for Single-Sign-On and Bot Service to integrate the Bot with Teams.
- Working on the Backend for developing a Portal which would work as a suggestion portal for company employees

Trainee Engineer

- Worked on developing a system to get data from the employees and generate an analytical view of the organisation which will help in predicting whether it is affordable to open the organisation for employees or not.
- Worked on AWS GLUE, Created crawlers and Jobs, Python code to shift data from DynamoDB to Athena to Redshift
- Worked on a program to move data from Conventional databases to Google Cloud Bigquery, which also included a automatic testing component to test whether the data has been correctly copied or not.
- Schema Migration:- Python code to Extract schema and build create statements for the given Database
- Bigquery Automation:- Python code to Connect to Bigquery Code to get data from Bigquery in desired form

Technical Skills

Languages: Python, C, HTML/CSS, JavaScript, SQL, NodeJS

Developer Tools: Google Cloud Platform, Amazon Web Services, Service Now, Nice In-Contact IVR Studio, Azure Cloud

Projects

Database Connector | Python, My SQL, HTML/CSS, MongoDB

May 2020

- A web ui to query on a database and edit the data saved to the database by editing the query table and update the data of the database using the web ui, rather than the update query

Intellipark | Python Flask, MySQL, HTML/CSS, Javascript

July 2019

- A website that would tell people that whether there is a parking space available in the parking lot, or not and if yes where the available space is, and also which parking space is occupied by whom.

Education

Bachelor of Technology in Computer Science

August 2016 – July 2020

Institute of Technical Education and Research(CGPA:- 8.79)

Siksha 'O' Anusandhan University

Intermediate

March 2014 – May 2016

St. Mary's English High School(75.2%)

CBSE

Matriculation

March 2014

St. Mary's English High School(CGPA :- 8.8)

CBSE