

# RAVI KUMAR SINGH

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## Introduction

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Responsible for leading a dynamic team as a NodeJS backend expert, developing robust REST APIs. Engaging with clients to seamlessly integrate their requirements into product architecture. Optimizing workflows using Google Cloud, Azure, and ServiceNow. Managing team coordination, task assignments, Jira tracking, ensuring efficient software development and timely project deliveries.

## Skills

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

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

**Certifications:** Google Cloud Platform Associate Cloud Engineer

## Certification

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### Associate Cloud Engineer

August 2023

Google Cloud Platform

## Professional Experience

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### Teksystems Global Services

October 2020 – Present

Senior Software Engineer

- Shell to Python:- Converted a very Old Shell Script Code to Python so that it can be executed on Airflow .
- Airflow:- Designed a Airflow DAG to process 1200 DAGs containing 1-1000 files per run and push these files from Google Cloud Platform Storage to Bigquery .
- Airflow:- Designed a DAG to Automate the testing of the DAG that is used to push data from Storage to Bigquery .
- Python Automation:- Automated creation of 1200 DAGs with given config by just giving in the config and code would create the required folder structures and files inside it. .
- Salesforce:- Worked on integration of Salesforce with Dialogflow CX, so that the Salesforce ticket creation can be automated. .
- Automated Email:- Integrated Azure Portal and AD to send email as application .
- Client Interaction: Managing multiple Clients and sub-projects, gathering requirements, and customizing architecture as per client's needs
- Ascension:- Designed Conversation flow for appointment management for hospital .
- Ascension:- Integrated Back-end of appointment management with DFCX to reschedule and cancel appointment .

### 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:- Led a team of engineers to ensure efficient project execution and timely deliveries. .

### 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

## 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
- Github:- <https://github.com/simplyrks/DatabaseConnector>

### 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.
- Github:- <https://github.com/simplyrks/IntelliPark>

## 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 :- 8.79)* *CBSE*

## Leadership / Extracurricular

### Rising Star Award Q3 and Q4 2022 *Teksystems Global Services*

### Distinguish Performer of the quarter 2021 *Teksystems Global Services*

### Campus Ambassador Spring Fest 2019 and 2020 *Institute of Technical Education and Research* *IIT Kharagpur*

### Secretary 2015 – 2016 *St. Mary's English High School* *Interact Club(A Rotary Sponsored Club)*