

# Hema Ravi Teja Bollam

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With over 10 years of experience, I specialize in transforming complex data into actionable business insights, bridging the gap between technical analysis and strategic decision-making. Proven track record of leading data-driven projects and collaborating with cross-functional teams to deliver actionable insights.

## EDUCATION:

### M.S. Business Analytics – 3.97 GPA

May 2024

Montclair State University, Montclair, NJ - Awards: Secured Scholarship

### B. Tech Information Technology – 3.35 GPA

June 2012

JNTU, Hyderabad, India - Awards: BSNL Scholarship

## SKILLS:

- Software: Python(NLP), SPARK, Tableau, Power BI, OpenEdge DB, ABL, SQL, Microsoft Excel, R, Informatica, Talend, Trifacta, GitHub
- Analytical Skills: Data cleansing & Transformation, Data Analysis & Visualization, Predictive Data Modelling, Performance metrics (KPI)
- Certifications: Certified Business Analysis Professional, PASOE Admin, OpenEdge DBA Bootcamp, Celinois, OCI Gen AI Professional
- Project Management: Certified Associate in Project Management, Salesforce CRM, ServiceNow, JIRA, Confluence, Agile, SharePoint

## WORK EXPERIENCE

### Graduate Assistant – Primary, Montclair State University, Montclair, NJ

Aug 2023 – May 2024

- **Utilized statistical techniques and data analysis** to support faculty with research projects, fieldwork, and clinical work, enhancing the overall quality and scope of academic research.
- Assisted in the preparation and **development of research proposals**, contributing to successful funding and project initiation.
- **Analyzed and documented data-driven research proposals** and functional specifications for academic projects, ensuring accuracy and relevance to research objectives.

### Intern, Bergen New Bridge Medical Centre, Paramus, NJ

Mar 2024 – May 2024

- **Led web scraping initiatives and implemented ETL processes** to gather and integrate data from public sources, particularly NJSHAD, improving data accessibility and integration for Payors using DOMO.
- Developed and enhanced tools and processes for E-Commerce accounting, significantly improving the efficiency and completeness of the E-Commerce order cycle within Oracle.
- Developed and executed strategic plans to enhance data accessibility and resource efficiency, aligning with the business strategy.

### Technical Support Engineer-Senior II, Progress Software, Hyderabad, India

Dec 2019 – Mar 2023

- **Independently managed APAC and Australia clientele**, product life cycle stages including NPI and EOL, and engaging with over 100 clients to ensure prompt and effective resolution for B2B Enterprise software.
- Analyzed results and presented data using high-level overviews, major takeaways, critical questions, and next steps, increasing stakeholder satisfaction, and maintaining a client satisfaction (**CSAT**) **score of over 95%** for three consecutive years.
- **Led Product strategy and support, created predictive models** for customer support, forecast feedback, potential training areas, and defect-prone areas, leading to a 25% reduction in support tickets.
- **Created Tableau Dashboards** on customer issue progress reports, providing senior management with actionable insights for reviews.
- **Collaborated cross-functionally** with engineering, data science, and customer success teams to define and deliver impactful product experiences. Led product analytics efforts to improve customer support, including developing business cases for new projects.

### Senior Member Technical, Broadridge, Hyderabad, India

Jan 2016 – Dec 2019

- **Transitioned a legacy desktop KYC application** to a modern web platform with a collaborative team, enhancing accessibility and compliance efficiency to enhance data integration and real-time reporting capabilities.
- **Implemented API integrations and collaborated** with partners to bring data/solutions into our systems, improving adherence to tax laws and billing practices, and increasing scalability.
- Extensive SQL experience, including designing and implementing complex SQL querying tools for analytics and reporting, akin to Oracle Database environments.
- **Launched a KYC product for multiple** clients for financial systems and ensured adherence to standard practices.
- **Led change management processes** during product lifecycle stages, ensuring smooth transitions and high client satisfaction.
- **Utilized RACI matrices and swim-lane diagrams** to streamline business processes and enhance project outcomes.

### Systems Engineer, Infosys, Hyderabad, India

Sep 2014 – Jan 2016

- **Overhauled the billing system**, resolving critical defects and boosting transaction processing speed and accuracy by 30%.
- **Developed an API integrating two products** for automated XML file processing, allowing a polling agent to process these files and automatically create new policy records in the subsystems, enhancing operational efficiency and data integrity.
- Regularly collected and monitored data for AP holds and exceptions, providing detailed summaries and status updates to management and IT teams.

### Management Trainee, Kewill, Hyderabad, India

Aug 2013 – Aug 2014

- Employed advanced Excel and data analysis techniques to collect, cleanse, and analyze E-Commerce accounts payable and purchase order exception data, ensuring data integrity and process optimization.
- Gained valuable E-Commerce experience by managing and analyzing large datasets to support E-Commerce operations and resolve accounts payable issues, aligning with EDI processes.

## LEADERSHIP/ACTIVITIES:

- Member, Alpha Epsilon Lambda (AEL) Honor Society

## **PERSONAL STATEMENT**

As they start a new chapter — embarking on their PhD journey with me, situated in the second role I mentioned, this brings back reflections on my academic path to this point. It reminds me of Dr. B.R Ambedkar's words- where I started and to which place must I reach for me, his journey from Columbia University to one of the most powerful men in India has always inspired me. My professor Dr. Ram Mishra, A Columbia Alumnus has been a great mentor in this journey and is pushing to do the same thing as well. Now it is his encouragement and inspiration that drive me toward academia. I am eager to contribute to academia and make an impact in the field of Artificial Intelligence science.

I was extremely interested in playing games and eventually started thinking of learning different programming languages. I found computerizing devices remarkably interesting from the start. As computers came into being, human lives became a lot simpler. That is the reason is what made me applied for a bachelor's degree in information technology. Those classes have only increased my excitement for being a developer. I was the first engineer in my family and landed up being fortunate enough to get a job as a software engineer for a service-based firm even when I had no support from anyone on computers. Curiosity got the better of me and I set out to this locale. I was able to evaluate my strengths thanks to my time working as a Progress Technology Developer for a service-based organization. I put a lot of effort into developing my programming abilities and learning about various business structures before joining a company that focuses on products. My previous experiences, combined with my dedication and discipline, helped me land a job at Progress Software, the parent company of the technology I have been working on, where I will be advising other developers as a Product Expert from the Organization side. Because Progress Software is enterprise-level software and its clients come from multi demographics, collaborating with them improved my ability to visualize. In addition to my regular tasks, I participated in project management for predictive analysis by transforming the raw data into graphically shown systematics to comprehend the customer's areas of interest and understand trends of technologies utilized in product development. I believe my career has grown steadily

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as I have industriously gained expertise. I have become more interested in how data can be used to solve problems in the real world, but my work has also grown.

During my master's, I was working on a prediction model by applying AI to business decisions. That was a turning point in my life. The biggest thing for me was the idea that AI could find diseases such as cancer. Now, I knew that AI could drive healthcare and decided to pursue further study and education. My core area of expertise is data management and business intelligence due to my experience with analytics. But I want to learn AI better, so I am thinking of a PhD school. I have chosen Columbia University because of its heavily concentrated academic offerings, labs and world-class faculty having done research in the field of artificial intelligence can guide me in achieving my goal. My sincere desire to continue my education at your institution derives from the fact that it is one of the biggest universities in the US, has a distinguished history of academic success, and is supported by qualified teachers and resources. I have a strong belief that this training will improve my present skill set and enable me to excel in research and academia.

Returning to school when all I wanted was stability after just about 10 years? It speaks volumes on my character and dedication towards obtaining an education. My High GPA in my MSBA program indicated that I work hard, and being the Graduate assistant helped me to know how much I enjoy teaching and mentoring while explaining complex concepts of undergraduate-level programming and data analytics.

A Combined, perfect environment for maximum learning, innovative research, and a diverse accomplished academic community – equally contributing to my horizon of understanding, working side by side with top-notch faculty in meaningful projects. And I believe that it would prepare me to contribute much, academically, and socially.