**Raunak Ranjan**

San Jose, CA 95112 || New York ,10029 92620, Irvine, CA  ♦ 862-240-8559 ♦ [ranjanraunak1508@gmail.com](mailto:ranjanraunak1508@gmail.com)♦<https://www.linkedin.com/in/raunak-ranjan-1508-b0493465/>♦<https://leetcode.com/raunak1508/>♦**Visa**: *STEM-EAD and Full-time CPT valid till 2022*

**Professional Summary**

*Rational, critical-thinking* ***Technical Solution Engineer/Consultant*** *with* ***4 years*** *of experience enhancing operations for organizations through information systems solutions. Proven track record of transforming specific business goals related to growth and efficiency.**Highly successful* ***Solutions Consultant*** *with in-depth technical knowledge and business acumen.*

**Skills**

* ***Programming languages*:** **Java, JavaScript, Shell script, C++**
* *Operating Systems*. **Microsoft Windows, macOS, Linux, Ubuntu,** **VMware**
* *Cloud and Distributed Computing*: **GCP, Azure, AWS**
* ***Data languages*:** **JSON, XML, HTML, and CSS**
* ***Software*: Eclipse, IntelliJ, WebSphere Integration (WID)**
* ***Certifications:* POSTMAN Certified API User, Mavenlink Certified API User**
* *Enterprise* *Systems*: **Payment Processing, Automated Billing Systems, Customer Relationship Management (CRMs like Oracle NetSuite, PeopleSoft, Salesforce), Business Continuity Planning (JIRA, Workday, Zendesk), Enterprise Resource Planning (ERPs like SAP, Oracle)**
* ***Databases*: SQL Server, DB2, SQL Server Integration Services (SSIS), SQL Server Management Studio (SSMS)**
* *Project-Management* *Skills*: **Task management, prioritization, delegation, task separation, scheduling, risk management, SCRUM, Agile**
* ***Spreadsheets*:** **Excel, Google Sheets, OpenOffice, comparative analyses, pivot tables, macros, link to database, vertical lookups**
* *Methods***: Applications Implementation Methodology (AIM), Software Development Life Cycle (SDLC), Agile Methodology,** **Test Driven Development (TDD), Information Technology Information Library (ITIL)**
* *Productivity*: **Trello, Slack, Asana**
* *Troubleshooting*: **Assessment, system knowledge, analytical skills testing, calm mindset, problem-solving, logic, collaboration, communication**
* *Key Clients:* **Genpact, Grant Thornton, Big-Bang, Critical Mass, Salesforce, Cornerstone, 360i, RPI, RSM**
* *Research Paper-1:***“Cloud Auditing: Cloud Data Auditing Techniques” (Prof- Charles Pak)**
  + Focused on preliminaries cryptographic methods that are built using message authentication and **Boneh-Lynn-Shacham (BLS)** method sand analyzed the cloud auditing architecture that most of the exiting protocols target to provide integrity verification.
* *Thesis:* **“Evolution of Android Applications” (Prof- Lulian Neamtiu)**
  + Collected historic versions of Android apps from different sources (e.g., ***https://www.apkmirror.com*,** [**https://apkpure.com**](https://apkpure.com)) and analyzed the global class metrics such as **FA, FD, MRev, MR, FC**
* *Research Paper-2:* **“Gaming app Performance analysis on iOS and Android” (Prof- Lulian Neamtiu)**
  + Analysis done in the paper can be helpful directly to mobile purchasers in the selection device and can be used as a new area of research in cross-platform testing in Java and tested **iOS** and **Android** apps

**Work Experience**

**Senior Solutions Engineer, Mavenlink. Irvine, California**

**Dec. 2018 – Oct. 2020**

***PRE-SALES***

* **Directed** the data and functional migration of a new client from a previous cloud application to the **Grant Thornton, Genpact** application to secure a **$2M signing**.
* **Worked** under the Mavenlink’s Network division, covering **pre-sales** work for the biggest online partners for Mavenlink Networks, helping them design successful **API integrations** with the **REST, n XML or JSON** on-line **API** to access real-time **inventory information / payment gateway**s of worldwide content in a multi-supplier’s environments.
* **Architected** winning strategies, gained understanding of the customer's business, helped customers see the value of our solutions, and identified additional opportunities and assisted in over **20 million in revenue**.
* **Developed** and **supported** the **sales** of technical products and services resulting in a **20%** increase in services revenue.
* **Explained** product or services and prices and demonstrate the use of products and conduct meetings with all key persons from COO, CIO, CTO & other Directors in **IT concerning projects** and **scalability** of the system.
* **Spearheaded** low-level technical conference calls\WebEx\Skype for business presentations with prospective customers to guide them through the **evaluation, selection, and implementation process** of software deals ranging between **$250k - $2M**.
* **Managed** overall systems integration for US Equity Billing System including business requirements definition, vendor selection, and application functionality/system interfaces.
* **Consulted** to provide all project management services to **Mavenlink’s** customers including planning, coordinating, and directing all aspects of a client implementation project from **pre-sales**to project completion (**100% responsible** for overseeing).
* **Coordinated/scheduled/tracked** engineering tasks establish requirements/specifications for planning/changes/additions, **Pre/Post Sale Technical Support**; keep customers informed of **progress/changes** to the schedule and provide **technical support** to customers at the installation of new features.
* **Managed** the team of **Business end-users** and **developers** for a detailed understanding of the opportunities for improvements of systems in order to gather requirements and prepare a comprehensive set of documents to define the **specifications and business value of the system.**

***DEVELOPMENT***

* **Managed** and **scoped** the changes throughout the **SDLC** process of the product and developed **Restful** **API's** using **API-GEE, WSO2 and POSTMAN** platform.
* **Involved** in **Developing**, **Enhancing,** and **Troubleshooting** the Mavenlink and integrated systems.
* **Performed** functional requirement analysis and was involved in **system design**.
* Designed, configured and deployed **Microsoft Azure** for a multitude of applications utilizing the**Azure stack** (Including **Compute, Web & Mobile, Blobs, Resource Groups, Azure SQL, Cloud Services, and ARM**), focusing on high - availability, fault tolerance, and auto-scaling.
* **Developed** the presentation layer written using **JSP**, **HTML**, **CSS,** and client-side validations were done using **JavaScript**, **jQuery**, and **JSON**.
* **Responsible** for providing detailed technical designs for **enterprise API solutions**andanalyze **APIGEE, WSO2** and **POSTMAN** logs to identify and resolve issues **supporting** the **APIGEE AND WSO2** environments and **APIs** across environments.
* Implemented **RESTful** Web services to retrieve data from the client-side and made **REST API** calls and **parsed** the data to project to the client and handled the security and Authorization using **OAuth** **2.0**.
* **Debugged** **APIGEE**-**EDGE** components designed and developed **REST API** platform using **APIGEE and**converted web services from **SOAP** to **REST** or vice-versa.
* Worked extensively in build **API** proxies in **APIGEE** edge to manage the **API** by using out of the box policies such as **Quota**, **Spike** **Arrest**, **Response** **Cache**, **Lookup Cache, Populate Cache, Invalidate Cache**, **JSON** to **XML**, **XML** to **JSON**, **Raise Fault, XSL Transformation, Assign Message, Extract Variables, Access** **Entity, Key Value Map Operations.**
* **Responsible** for creating **API’s** in **APIGEE, WSO2** and **POSTMAN** so that they can be consumed by the consumers while working on **POC** of high-end **APIGEE** innovative **proxies.**
* Experienced working with various **API Management products** such as **MuleSoft API Manager**, **WSO2 API Manager,** and **APIGEE**.
* Used **Firebug** to identify element locator, also tested **Java API** using **POSTMAN** and **WS02**.
* Involved with the team to conduct r**egression-testing** using **Win** **Runner**and also involved in **UAT testing** and **peer-reviews**.
* **Designed** **buffer** front end using **HTML5**, **CSS**, **JavaScript,** and Integrated **Restful Web services**.
* Used **Data Loader** for insert update and bulk import or export of data from the external object and used it to read extract and load data from **comma-separated values CSV**files while being connected to the database to query the database using **SQL** **for data verification and validation**.
* Configured and designed **EC2**instances in all the environments to meet high availability and complete security. Setting up the **Cloud Watch** alerts for **EC2**instances and using in **Auto scaling launch** configuration.
* Created a **microservice** environment on the cloud by deploying services as **docker containers**. We used **Amazon ECS** as a container management service to run **microservices** on a managed cluster of **EC2 instances**.
* Responsible for setting up **JIRA, Salesforce PeopleSoft, NetSuite, SAGE** and other cloud platforms with Mavenlink.
* **Tracked** the defects in legacy reports as per account managers and end-users and compared them to the results and tracked the differences in excel.
* **Formulated** **Test Plans**, **Test cases**, Test Scenarios, Test Approach, and set up the testing environment and performed **Data mapping, logical data modeling, created class diagrams**and**ER diagrams,** and used **SQL queries** to filter data and **migrated** **SharePoint 2003/STS** implementation to **WSS 3.0/SharePoint 2007** server farm.
* Performed**QA Testing**and control on application rollouts and created **Report Queries**while handling**QA processing**and also**installed** and**configured SSH Gate** for **Remote and Secured Connection**.

***SUPPORT***

* Resolved **Data**-**migration** and **Data**-**loader** issues, improved operations, and provided **exceptional client support.**
* **Involved**in resolving **L1**, **L2,** and **L3** issues.
* **Streamlined** and **supported** the security process to match with Customer Specific requirements for Sales related applications with less customization.
* Configured **chef** to manage **AWS** environments and automate the build process for core **AMIs** used by all application deployments including **Autoscaling** and incorporating chef on the **JSON** **CloudFormation scripts** for the configuration deployment onto the nodes.
* Involved in **Unit testing, User Acceptance** testing and documentation of technical specifications.
* Provided **on-site** and **off-site** services for clients in all areas of the project life cycle, as **Pre-Sales support,** **Project Manager**, and technical lead for implementations to go live and support.
* Moderated and contributed to the support forums (specific to **Azure Networking, Azure Virtual Machines, Azure Active Directory, Azure Storage**) for Microsoft Developers Network including Partners and MVPs.
* **Documented** all processes and flow along with user guide in order to better adapt this application in real-time.
* **Used** performance and network analysis, management, and performance monitoring tools to execute the growth plan and to assist with the diagnosis and source of daily circuit issues.
* Provided support for computer hardware and software issues such as **system configurations**, **wireless connections**, **virus**and **spyware removal**, **data migration**, **software installations**.
* **Trained** users and promote **security awareness** to ensure **system** **architecture** **security** and to improve server and network efficiency.
* Used **Mavenlink, Zendesk,**and **JIRA** as a project tracking tool/Defect tracking/Test case Management tool

**Application Developer, New Jersey Institute of Technology. Newark, New Jersey**

**Jan. 2017 – Dec. 2018**

***SUPPORT***

* **Administrated** **LAN** and **WAN** network operations, systems disaster recovery, database and systems backup, and network security.
* **Provided** Go Live support for SA modules, most specifically **Student Records, Student Financials**.
* Configured **Mobile Approvals** for various Financial transactions and **Implemented Mobile Expenses and Mobile Inventory.**
* Worked extensively in build API proxies in APIGEE edge to manage the API by using out of the box policies such as **Quota**, **Spike** **Arrest**, **Response** **Cache**, **Lookup Cache, Populate Cache, Invalidate Cache**, **JSON** to **XML**, **XML** to **JSON**, **Raise Fault, XSL Transformation, Assign Message, Extract Variables, Access** **Entity, Key Value Map Operations.**
* Provided **PeopleSoft** maintenance and Production support for **PeopleSoft Financials 9.0** (AR, AP, GL) and **HRMS 9** on **Unix** and **Solaris** environment.
* **Maintained** account network matrix and used work management tools such as **Wireshark**, **Nessus**, implementation work orders, and trouble tickets (**SDP**).
* **Conducted** morning review meetings with all network admin teams on any outstanding issues of tickets that were generated. This was to highlight any team aware of the potential impacts that they may affect their end-users.
* **Provided** architecture input and support for the troubleshooting of **Ethernet Switches**, **Routers**, **Firewalls**, **Load-Balancers**, **VPN**concentrators, and **Network Servers**

***DEVELOPMENT***

* Wrote **Unix** shell scripting and involved in the development and deployment of applications on the **Unix** environment.
* Closed trouble tickets quickly and efficiently with a rate of **30** completed tasks per hour.

**Software Developer, TATA Consultancy Services. Mumbai, Maharashtra**

**May. 2016 – Dec. 2016**

***Project: Passport SEWA services***

* **Evaluated** modern **agile development practices**, including test-driven development and continuous integration.
* **Worked** as a project team member or an individual technical analyst / consultant on for-fee business liaison to perform requirements gathering, **business processes, product enhancement, implementation, integration.**
* **Created** a **Clean-up** process for removing all the **Intermediate temp files** that were used prior to the loading process.
* **Created** unit test plans to unit test the code prior to the handover process to **QA**. Developed modules primarily in the Database layer, implementing business requirement logic using **PL/SQL, Perl scripting, UNIX shell script**.
* Provided technical knowledge of **Oracle/Siebel Analytics**, **Apigee**, **Admin Tools**, **Configured dashboards**, **metadata tools**, **CPQ tools,** and **user interface designs**.
* **Enhanced** end users’ understanding of **Agile software development** by conducting pre-implementation workshops, delivering group and individual training sessions.
* **Developed** updated system procedures as needed to address changing operational requirements and documented changes and test procedures to keep system information accurate.
* **Designed** and deployed the **Custom objects** **Custom tabs** **Entity-Relationship data model** **validation rules** Workflow Rules Auto-Response Rules **Page Layouts Components** **Visual Force Pages** to suit to the needs of the application

**Software Developer Intern, Reckitt Benckiser. Gurgaon, Haryana**

**Dec. 2014 – Jun. 2015**

***Project: HR Management System***

* Worked and collaborated with Application Domain architects in the design and **client development** and support and maintained the workflow of tasks that are used to control development using **Crystal Sheets**
* **Diagnosed** and corrected errors within **JAVA**, **HTML**, and **PHP** codes to allow for integration and utilization of proprietary applications.
* **Architected** design sessions to identify key drivers, technology gap analysis and present them in the proper business context.
* Wrote **JAVA-test scripts** for daily maintenance activities, including indexes and tables analyses

**Software Developer Intern, HCL Technologies. Noida, Uttar Pradesh**

**Jun. 2014 – Aug. 2014**

* Automated quarterly & weekly reports using **DoubleClick (DFP)**search web queries and collaborated with **cross-functional team.**

**Education**

Executive Master of Business Administration: IT and Finance, expected 06/2022

Ottawa University – Phoenix, USA

* Current Standing with **4.0 GPA**

Master of Computer Science: Computer Science, 12/2018

New Jersey Institute of Technology - Newark, New Jersey, USA

* Graduated with **3.0 GPA**

Bachelor of Computer Science: Computer Science, 05/2016

SRM University – Chennai, INDIA

* Graduated with **3.5 GPA**