**TOOLS AND SKILLS**Market Research  
Customer Journey Mapping  
  
Salesforce Service Cloud  
  
Business Analysis  
Requirements Gathering  
Documentation  
Microsoft Visio

**CERTIFICATIONS  
Pluralsight:**

**Udemy:**

IQBBA Certified Foundation  
Level Business Analyst Training

Fintech:  
Card and POS

Open Banking, PSD2 and GDPR

QR Mobile Payments

IVR-Based Digital Payments

RPA and Process Discovery for Finance

**Linkedin Learning:**Key Account Management

**EXPERIENCE**

**Analyst**  *August 2020-Present*  
Capgemini   
Coordinated the design, development, integration, and documentation for Web Based food ordering system, including technical assessment of requirements received, effort estimation and solution design  
Built and maintained SQL scripts, indexes, and complex queries for data analysis and extraction  
Involved in design, development and modification of PL/SQL stored procedures, functions, packages, and triggers to implement business rules into the application  
Hands on experience in Oracle performance tuning - analyzing query plans and query tuning, partitioning, optimizer hints  
Developed an in-depth understanding of data management (e.g. permissions, recovery, security and monitoring)  
Planned, tested and implemented data migration from Oracle to MongoDB  
Created custom Reports and delivered presentations for updates on the development cycle  
Extensive use of UNIX utilities (awk, sed, grep, sort ) and vi editor.

**Team Lead** *August 2018-April 2019*Salesforce Student Club, SRM  
Co-founded and helped run a community of students, engaged in equipping themselves with Salesforce skills using an online educational platform called Trailhead  
Delivered effective demonstrations of the platform and guided candidates on the various Salesforce certifications to specialize in, from Financial Services to Marketing, based on their academic and professional goals.   
Fostered a positive learning environment, keeping track of weekly goals and progress  
Spearheaded the marketing campaign and was instrumental in building the community to its current size, having gathered leads and reached out to prospective students and walking them through the benefits of Salesforce skill training  
Established transparency by conducting surveys and gathering feedback on ways to improve the club operations, as well as issues faced with the online platform  
  
**IT Analyst Intern** *June 2018*SLN Technologies  
Selected and integrated big data tool frameworks such as Hadoop & Spark to provide requested capabilities  
Developed MapReduce jobs in java for data cleaning and preprocessing  
Responsible for developing data pipeline using Flume, Sqoop, and PIG to extract the data from weblogs and store in HDFS  
Setup, installed, and monitored multi-node enterprise Hadoop cluster on Ubuntu Linux  
Created use cases, architecture diagram, data flows and proof of concepts, illustrating how these data integration techniques can meet specific business requirements reducing cost and time to market  
Assisted the Development, operations and Technology staff in overall systems and integrated testing on small to medium scope efforts or on specific phases of larger projects

**In-plant Trainee** *December 2017*Airports Authority of India, Chennai Airport  
Developed an understanding of airport operations across the divisions of airside, landside, billing &invoicing, and information management, as well as the technologies used to optimize the same such as SITA, NEC, Cognex,Sabre and AFTN systems  
Trained in identifying potential in new and ongoing operational initiatives, working under the Operations head to resolve deficiencies in planning  
Worked with the internal IT team to communicate requirements and provide support in the implementation of features and system upgrades  
Carried out real-time monitoring and trend analysis of airport IT infrastructure  
Assisted in the creation of user guides and documentation of procedures for the installation of LAN and workstations

**EDUCATION  
BTech Computer Science and Engineering** 80.43%  
SRM Institute of Science and Technology  
*Relevant coursework*: Object Oriented Programming, Data Structures and Algorithms,Database Management Systems, Computer Networks, Data Science and Analytics,Web Programming, Linux Administration,Artifical Intelligence

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**ANCHITA RAJAGOPAL**

**PAPERS PUBLISHED**'Prediction of Diabetes Readmission using Machine Learning' in the IJAST journal

**LANGUAGES**English  
Hindi  
Tamil  
Japanese  
French

**PROJECTS**

ATM File Processing using CPP

Stock Price Prediction using LSTM Neural Networks

Fraud Detection:

Credit Card

Insurance Claims

**Case Studies:**

Master Data Management Framework for a Bank

Blockchain-Based Banking Application

**Workflows:**

Digitzed Bank Onboarding

AI for KYC

Automation:  
Invoice Processing  
Accounts Payable: Vendor Onboarding

Oracle Financial Services: KYC

Customer Journey: Bank Password Recovery