**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

**Email :** anchitarjp@gmail.com | **Phone:** 8754583795**Linkedin**linkedin.com/in/anchitarajagopal

**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