

# Raghav Bali

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## WORK EXPERIENCE

### **Technical Solutions Engineer, Epic Systems Corporation** **2018 - 2021**

- Worked directly with top health systems in the country to provide software support and troubleshooting solutions for Electronic Medical Records (EMR)
- Provided technical support and onsite assistance in rollout of cardiology module to new customer that resulted in a 33% cost reduction in a 3 month time frame
- Wrote code and coordinated testing for development projects that allowed Epic organizations to download updates to their system with greater ease
- Led a project spanning multiple teams (R&D, QA, implementation) to develop and test software features that improved physician efficiency at hundreds of hospitals around the country
- Promoted to Team Leader and managed a team of three direct reports to ensure productivity and satisfaction amongst their clients
- Proactively enrolled in a graduate level computer science class offered by UW Madison in partnership with Epic to learn about artificial intelligence concepts
- Assumed the role of Mentor Program Coordinator, which involved selecting mentors for incoming new-hires, improving the training curriculum for new employees, and welcoming new members of the team to Epic
- Took on the role of Epic's official vendor liaison to Change Healthcare Cardiology, working with them to understand APIs and implement integration between Epic and third-party products

### **Business Analyst, Kantar Retail (WPP Group)** **2017**

- Focused on data analytics, promotional optimization, and narrative creation for enhanced retail outcomes for Consumer Packaged Goods
- Created and delivered pricing optimizations to a top personal care company in order to maximize revenue and increase market share

### **Upper Classman Advisor, Haverford College** **2016 - 2018**

- Mentored fourteen incoming students by aiding them with managing academic requirements and social aspects of their college lives

### **Research Associate, Haverford College** **2015**

- Wrote Python code for graphical modeling of trends in inorganic chemical reactions to create predictive modeling of yield purity with respect to input ratio

## EDUCATION

### **Haverford College, Haverford, PA** **2014 - 2018**

**BA** in Economics, minor in Computer Science, Cumulative GPA: **3.6**

**Coursework:** Principles of Programming Languages, Cyber Security: Attacks and Defenses, Theory of Computation, Discrete Mathematics, Data Structures and OOP

## SKILLS / INTERESTS

- Proficient in Python. Intermediate in C++, C#, SQL, Java, Javascript, Django and React.js
- Captained the Haverford Cricket Varsity team for two years, leading them to the first unbeaten season since 1996
- Member of Haverford College's hip-hop dance group, Bounce
- Certified level 5 Trinity Guildhall in piano and level 3 in drums, self-taught guitarist