

Emily Ratsavong

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EXPERIENCE

Enterprise Application Developer I | Alliant Energy | Madison, WI | May 2024 - Present

- Engineered the deployment of a machine learning model using Azure Machine Learning (Azure ML), ensuring efficient scalability and integration within cloud-based systems.
- Enhanced and maintained Customer Case Routing bot automation, achieving an ROI of \$136.94K year-to-date (YTD).

IT Robotics Process Automation (RPA) Intern | Alliant Energy | Madison, WI | September 2022 - May 2024

- Collaborated closely with the internal Customer Care and Billing business team to design, develop, test, and implement an open case reminder bot automation, generating an overall ROI of \$10K.
- Applied logistic regression machine learning model to assist bot automation using Jupyter Notebook and scikit-learn to predict reasons for closing customer complaint cases.
- Successfully managed on-call responsibilities, rapidly resolving emergent issues and enhancing system reliability by utilizing DevOps tools such as Tidal, Jenkins, and Splunk.

AV Assistant Programmer | UW-Madison MERIT (Media, Education, Resources, IT) | Madison, WI | January 2022 - May 2022

- Programmed and designed touch panel interfaces for AV systems throughout the UW School of Education.
 - Updated and revised code of existing Netlinx projects to accommodate changing user needs of newly installed AV systems and equipment.
 - Worked extensively with AV hardware, including configurations and installations, ensuring optimal system performance.
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PROJECTS

Technical Artist | Echoes of the Wilds - 2D Unity Game | January 2024 - May 2024

- Developed C# scripts to integrate and manage game assets efficiently.
- Created and optimized 2D assets for multiple game levels, ensuring consistency with the art direction.
- Utilized Unity to design and structure level layouts, enhancing gameplay flow and user experience.
- Collaborated with team members to iterate on game design, contributing to the overall creative and technical direction.

Front End Developer | Goal Tracking Mobile App - MJLSP Hackathon | February 2024

- Designed intuitive user interfaces in Android Studio for mobile goal-tracking app, focused on personal and professional goal management.
- Planned and implemented user flow to optimize app navigation and enhance overall user experience.

Developer | Closet Calendar - Outfit Planning Mobile App | September 2023 - December 2023

- Developed Java code for a mobile app enabling users to track, plan, and organize daily outfits.
 - Integrated Android APIs for camera functionality, weather updates, and calendar synchronization.
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EDUCATION

University of Wisconsin-Madison | B.S. in Computer Sciences, B.S. in Data Science

- Certificate in Digital Studies; Certificate in Game Design
 - Mercile J. Lee Powers-Knapp Scholar
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SKILLS

- Jenkins, Splunk, Tidal, Git, Automation Anywhere, Python, Java, R, HTML, Javascript, SQL, Azure, Maya 3D, Figma, Adobe Photoshop, Unity, SciKit Learn, Agile Software Development, Jira,
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EXTRACURRICULARS

- Alliant Energy Multicultural Network ERG — Steering Team Member *November 2022 – Present*
- Milwaukee FUSE Tech Bootcamp — Team Leader *June 2022 – August 2022*
- Theta Tau Professional Engineering Fraternity - Historian, Blog Chair, DEI Chair *April 2021 – December 2023*