

# Ameenur Rahman Khan

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## SUMMARY

Software engineer with hands-on experience building CI/CD pipelines, automating system workflows, and maintaining production services. Strong background in Python, Java, and distributed systems with proven ability to debug complex issues and optimize performance. Experience with monitoring tools, incident response, and scaling backend systems. Passionate about building reliable, fault-tolerant infrastructure through code.

## EDUCATION

### University of Maryland - Baltimore County

*Master's in Information Systems GPA:3.63*

Dec 2024

*Halethroe, MD*

### Osmania University

*Bachelor's of Engineering in Information Technology CGPA:7.5*

Dec 2020

*Hyderabad, India*

## EXPERIENCE

### AgreeYa Solutions / Western Alliance Bank

*Azure DevOps Engineer*

Jun 2025 – Present

*Columbus, OH*

- Built and optimized CI/CD pipelines for Python applications using Azure DevOps, GitVersion semantic versioning, and YAML templates, improving release consistency across UAT and Prod.
- Automated failure handling by integrating Build Pipelines and Azure Boards to auto-create and assign bug work items on build failures, reducing incident response time by 40%.
- Implemented governance controls including pipeline approvals, version validation, and SonarQube code quality checks, ensuring high reliability and compliance standards.
- Supported distributed systems running on self-hosted Windows/Linux agents, debugging build failures and improving deployment reliability.
- Documented workflows and onboarded new developers through Confluence playbooks, improving ramp-up efficiency for the team.

### Co-x3 Family Foundation

*IT Intern*

May 2024 – July 2024

*Remote*

- Gather and document business requirements from stakeholders, translating business needs into actionable project tasks and functional specifications used by development teams.
- Analyze current business processes and workflows, identifying inefficiencies and recommending improvements that enhance operational effectiveness.
- Support cross-functional QA, UX, and development teams in testing and validating system enhancements across 3+ sprints, documenting test results and tracking resolution of 10+ issues per release cycle through JIRA and Confluence.
- Prepare detailed reports and documentation using Notion and enabling faster decision-making for business and technical stakeholders.
- Participate in project meetings to provide status updates, gather requirements, and document action items, ensuring clear communication between technical and business teams.

### Tata Consultancy Services

*Assistant System Engineer*

Feb 2021 - Jan 2023

*Varanasi, India*

- Collaborated with business users via Freshservice ticketing system to gather and document requirements for website issue resolutions and feature enhancements for the UK-based client "Hays," achieving a **98% ticket closure rate within SLA timelines**.
- Resolved front-end and back-end issues using Java, JavaScript, and Angular; contributed to new feature deployments and improved website reliability, leading to a **20% decrease in repeat tickets**.
- Decoded and modified Java class files on static websites to implement API-related updates; redeployed them by restarting services on production servers with zero downtime during scheduled windows.
- Participated in Agile sprints tracked via Trello; worked closely with cross-functional teams to break down tickets into actionable user stories, contributing to a **25% improvement in sprint velocity**.
- Resolved frequent backend data backlogs in the BOIS application integrated with PeopleSoft by identifying inconsistencies and collaborating with DB teams, improving data refresh time by **30%**.
- Monitored feeder websites responsible for collecting user data from the main Hays portal; used SQL to troubleshoot and resolve issues independently, reducing incident reporting time by **20%**.

## TECHNICAL SKILLS

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**Programming:** Python, Java, JavaScript, SQL

**Systems & DevOps:** Azure DevOps, Git, Jenkins, Linux, YAML, CI/CD pipelines, GitVersion

**Monitoring & Reliability:** SonarQube, Incident Handling, ServiceNow Integration, Pipeline Approvals

**Databases:** MySQL, PostgreSQL, MongoDB, OracleDB

**Frameworks & APIs:** Spring Boot, Angular, REST API

**Methodologies:** Agile/Scrum, Test Driven Development, Microservices

## UNIVERSITY PROJECTS

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**Online Shopping Database System** | *PL/SQL, SQL* | [GitHub](#)

*May 2024*

- Designed and implemented a PL/SQL-based database system for online shopping with procedures, functions, and triggers.
- Enhanced order processing, inventory management, and data retrieval speed by 30%.
- Collaborated with team members to document requirements and align database structure with functional goals.

**Calendar-Form Handoff Automation** | *Google App Script, Automation, Documentation* | [GitHub](#)

*Jan 2025*

- Developed an automation tool to convert Google Calendar events into structured form responses using App Script.
- Eliminated repetitive manual data entry, increasing efficiency and reducing errors in scheduling workflows.
- Designed for project management teams where event tracking and follow-ups are critical.

**Website Redesign Documentation** | *Figma, Canva, UI/UX Principles* | [GitHub](#)

*Dec 2024*

- Contributed to the documentation and redesign of a website as part of the HCC 629 course on Human-Centered Computing.
- Collaborated with peers to analyze existing UX, conduct usability evaluations, and document proposed improvements.
- Applied user-centered design principles to improve accessibility and usability.
- Created structured documentation including stakeholder maps, design timelines, and UX recommendations.