

AL Hamd

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EDUCATION

ABES Engineering College

Bachelor of Technology in Electronics and Communication

Ghaziabad, U.P

Aug. 2018 – May 2022

EXPERIENCE

Assistant Python Developer

Tata Consultancy Services

Apr 2023 – July 2025

Bangalore, KA

- Utilized windows task scheduler to run Python scripts which generated reports at specific intervals and sent corresponding email alerts
- Implemented and maintained RESTful APIs with Django or Django Rest Framework, following HTTP-status conventions and versioning best practices
- Achieved improvement in system's response time by optimizing legacy data storages and search queries using PostgreSQL
- Utilized Redis for caching, session management, and optimizing API performance
- Troubleshooted and optimized API performance, improving the efficiency of backend operations
- Participated in code reviews, testing, and documentation to deliver high-quality services

Salesforce Complaint Analyst

Aug 2022 – Mar 2023

Tata Consultancy Services

Noida, UP

- Evaluated adverse events and product quality complaints and conducted complaint investigation in accordance with Standard Operating Procedures using Product Quality Management Systems
- Performed complaint case review, return sample evaluation, malfunction coding, as applicable, and investigation by manufacturing site and escalation, as appropriate
- Triage and evaluate non-serious and serious product quality complaints and processed product quality complaints in accordance with Standard Operating Procedures using Product Quality Management Systems
- Used Power BI for Complaint Analysis and Trending
- Monitor Complaint Records in Salesforce and BMC Remedy to ensure standard procedure is being followed and complaints are closed as required

Cyber Security Virtual Internship Program

Aug. 2021 – Oct. 2021

Cisco

Online

- Cisco Networking Academy offers the Virtual Internship Program to second- and third-year engineering students to bridge the gap between industry and academia. Virtual internships make it possible to offer experiential learning opportunities to undergraduate students

PROJECTS

AWS Serverless Airline Booking | AWS, Python, GraphQL, Vue.js, DynamoDB, Stripe

Nov. 2020

- Developed a Serverless Airline Booking web application that provides Flight Search, Payment and Booking including end-to-end testing, GraphQL and CI/CD
- Used Vue.js as the core framework, Amplify for Auth UI component and AWS integration, and Stripe JS with Stripe Elements for card tokenization, validation, etc
- Modeled GraphQL data types and stored in DynamoDB, Python being the core language
- Managed GraphQL by AppSync and which also acted as an API Hub to interact with other services

TECHNICAL SKILLS

Skills: Excel, PowerBI

Languages: Python, C/C++, SQL (Postgres), HTML/CSS

Frameworks: Django, Vue.js

Developer Tools: Amazon Web Services, Redis, Git, Celery, PyCharm

Libraries: pandas, NumPy, Matplotlib