

Minhajur Rahman

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Education

Baruch College | *Bachelor of Computer Information Systems*

New York, NY | Sep.2020 – May.2024

- Coursework: Programming and Computational Thinking (Python, C++), Object Oriented Programming, System Design and Development, Business Management.
- CIS Club and ISACA Cybersecurity Club

Skills

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| • Java | • Python | • RESTful APIs |
| • SQL | • Spring | • Javalin |

Certificates & Accomplishments

Google Data Analytics Professional Certificate | *Coursera Course*

Completed Jan.2024

- Utilized SQL in Google BigQuery to import, clean, filter and manipulate data.
- Learned fundamental skills necessary for each step of the data analysis process from data gathering to presentation and deployment.

Projects

Spring Social Media Blog API | *Developer*

- Designed controller, service, and data access layers to serve as the backend API for a social media blog using Spring Boot. Configured layers using Spring's stereotype annotations for modularity.
- For data repository layer, JpaRepository was implemented for efficient access to database.
- Developed a service layer to handle business logic.
- Created a controller layer to map requests and return appropriate responses.

AI Customer Chatbot for Headstarter Summer Program | *Developer*

- Developed an AI-powered customer chatbot web application for Headstarter using Next.js, OpenAI API, and AWS.
- Implemented the chatbot to handle user inquiries about Headstarter with advanced natural language processing, ensuring quality user experience and effective support.
- Managed the project with GitHub and deployed the application on AWS.

Fitbit Fitness Data Analysis | *Data Analyst*

- Gathered Fitbit data from Kaggle and imported data into Google BigQuery.
- Utilized SQL to identify trends such as peak activity times, correlations between sleep and activity levels, and created a report highlighting actionable recommendations to enhance user engagement.

Experience

Citizens Bank | *Bank Teller*

Apr.2022 – Present

- Work with team members to provide strong customer service by assisting customers with their banking transactions and adapting quickly to address diverse customer inquiries.
- Maintain a detail-oriented approach to ensure cash box is balanced at the end of each day and every transaction is accurately processed.
- Proactively promote and explain new or existing offers during customer interactions, resulting in 100% of individual goals being met each quarter.
- Continuously learn and apply banking policies to maintain a secure, compliant, and customer-friendly environment.
- Train new tellers on the bank's technology systems, ensuring they become knowledgeable and capable of handling customer inquiries.