

# Ohidur Rahman

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## WORK EXPERIENCE

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### Bruin

Jan. 2023 – Present

*Senior Software Support Engineer*

*New York, NY*

- In addition to previous duties, organize training, conduct onboarding procedures as team lead including preparing and presenting performance matrix.
- Site reliability engineer for main and OutSystems portals, improving system availability by 10%.
- Reduce downtime to an hour after critical failures. Identify and analyze root causes to prevent future failures.
- Coordinate Agile sprints and work with developers for every deployment.

*Software Support*

Jun. 2021 – Dec. 2022

- Collaborated with product management, development teams and stakeholders to improve the quality of products by resolving, troubleshooting, tracking, and prioritizing project standards.
- Debug and analyze different frameworks, queues, and API fundamentals.
- Design and test client setting system using C#, ASP .NET, RESTful API, and MS SQL.
- Manage, maintain, troubleshoot large ASP .NET Contracts system to MVC application.

### Mettel

Feb. 2020 – May. 2021

*MDM Engineer*

*New York, NY*

- Manage clients with installation/configuration and administration of mobile device applications via cloud.
- Document and monitor processes for internal policies and procedures related to network infrastructure.
- Utilize VMware AirWatch and Apple DEP to manage enterprise devices.

### GSM Club LLC

Apr. 2017 – Jan. 2020

*Repair Technician*

*Bronx, NY*

- Component level repairs of various devices using soldering and diagnosing schematics.
- Created repair diagnostic workflow including integrity and safety precautions.

## PROJECTS

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### Zoovio

*App to manage proof of concept built around contacting vets and setting up appointments for pet care.*

- Collaborative effort built with React & Redux. Hosted with Heroku.
- Created search function with Yelp REST API to fetch data of nearby results.
- Achieved stretch goals, implemented messaging and P2P video connection using WebRTC.

### All About the Green

*Codecademy Hackathon*

- Used Plants.ID API to pull data of searchable plants and upload pictures of plants to be identified.
- Added ability to upload images and parse to front-end using Multer.

## SKILLS

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|-----------------------|---------------------------|-----------------------|
| ▪ JavaScript, Node JS | ▪ React, Redux            | ▪ Linux, Windows, Mac |
| ▪ TypeScript, Python  | ▪ Solr, Hangfire, Swagger | ▪ AWS, OutSystems     |
| ▪ Splunk, AppDynamics | ▪ REST, SOAP, Postman     | ▪ Kubernetes, Docker  |
| ▪ JIRA, Confluence    | ▪ PostgreSQL, TSQL        | ▪ TeamCity            |

## EDUCATION

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**City College Of New York**

*Grove School of Engineering BE, Computer Engineering*

**May 2020**

*New York, NY*