Redhwan Rahi

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EXPERIENCE

Software Engineer II   **Feb 2024 - Present**
American Express   *New York, NY*

- Integrated OpenAI's APIs into an internal search platform used by all American Express employees, enabling natural-language queries that reduced average search time by **75%, saving colleagues over 5,000 hours annually**
- Designed and delivered a unified support platform featuring an AI driven chatbot, on demand in person scheduling, and a searchable FAQ knowledge base that **drives 100K+ daily interactions** and accelerates issue resolution for colleagues
- Led migration of a production database from Microsoft SQL Server to PostgreSQL refactoring backend services for full feature parity, **cutting licensing costs by 50% and saving over $30K per month**
- Led platform health initiatives for both front end and back end of five applications, identifying and **remediating nearly 300 security vulnerabilities** driving critical findings to zero and bolstering overall system resilience
- Built an NLP-powered semantic search engine using pandas and Hugging Face transformers to deliver contextual shortcut query results, reducing user query time and increasing search relevance

Software Engineer I   **Aug 2022 - Feb 2024**
American Express   *New York, NY*

- Engineered a device reservation and availability system using Kotlin, Ktor, and Exposed on Microsoft SQL Server **facilitating 100+ monthly events globally and handling around 2000 attendees per event**, automating reservation and attendance workflows, and producing detailed reports
- Collaborated cross-functionally with hiring managers and IT to launch a Slack app, automating access controls and **reducing admin time by 60%**
- Designed and implemented **REST APIs using Spring Boot** and Swagger for documentation, facilitating seamless integration with third-party services and improving data accessibility across platforms
- Developed a Spring Boot API with advanced SQL queries to automate bulk shipping label generation, **saving over 1200 engineering hours per month**

PROJECTS

Fares Floral | *TypeScript, Next.js, MongoDB, Redis, Vercel, AWS S3*
- Built and launched a custom floral e-commerce platform with integrated Stripe payments, driving a 74% increase in sales and $8,743 in revenue within 4 months
- Improved front-end performance by implementing Redis caching on critical store and product pages
- Designed and implemented an admin dashboard to manage inventory, allowing image uploads and storage in AWS S3

Slekto | *TypeScript, Node.js, Next.js, MongoDB, Vercel, AWS EC2*
- Developed a full-stack application using TypeScript, Node.js, MongoDB, and Next.js, with the frontend deployed on Vercel, to scrape Amazon's deal pages and user search queries, displaying the top 10 products with embedded referral links to enhance affiliate revenue opportunities
- Deployed the backend on an AWS EC2 instance, configuring the server environment to enhance the scalability and reliability of the application's server-side operations
- Integrated Adobe Analytics to track click through rates and optimize product ranking algorithms, increasing engagement by 22%

TECHNICAL SKILLS

Languages: Java, Python, C++, Kotlin, JavaScript/TypeScript, HTML, CSS
Frameworks & Libraries: React, Node.js, Ktor, Django, Spring Boot
Machine Learning & NLP: Pandas, Hugging Face Transformers, Semantic Search, Cosine Similarity
DevOps & CI/CD: Jenkins, Gradle, Docker, Git

EDUCATION

New Jersey Institute of Technology   **May 2022**
Bachelor of Science in Computer Science   *Newark, NJ*
Honors: Magna Cum Laude