

REDHWAN RAHI

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EXPERIENCE

Software Engineer II

Feb 2024 - Present

New York, NY

American Express

- 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 **40%, saving colleagues over 2,000 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**
- Modernized internal search architecture by migrating from Solr to Elasticsearch, optimizing indexing pipelines for 1M records, **enhancing query precision and enabling advanced data analytics** through Kibana dashboards and vector-based relevance scoring
- Integrated internal engineering workflows with **ServiceNow, streamlining incident tracking, request intake, and operational visibility** across multiple enterprise applications

Software Engineer I

Aug 2022 - Feb 2024

New York, NY

American Express

- 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%**
- Led platform health initiatives for both front end and back end of five applications, identifying and **remediating nearly 500 security vulnerabilities** driving critical findings to zero and bolstering overall system resilience
- 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

Slektō | TypeScript, Node.js, Next.js, MongoDB, Vercel

- Founded and built Slektō, an out-of-home advertising platform leveraging LED-enabled courier backpacks to deliver hyper-local, mobile ad impressions in dense urban environments
- Built a Fastify + Node.js backend deployed on Fly.io with PostgreSQL/Supabase, supporting device registration, telemetry ingestion, and campaign management
- Designed and implemented the end-to-end system architecture, spanning hardware integration (Colorlight Cloud LED controllers), backend services, analytics, and advertiser dashboards

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, while designing an admin dashboard to manage inventory with image uploads stored in AWS S3

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

Platforms & Tools: ServiceNow, Elasticsearch, Kibana, Postman, Redis, MongoDB, PostgreSQL, Supabase

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