

Rhythm Sood

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SUMMARY

Experienced Dynamic Software Engineer and IT Support Specialist with proven track record in web development, solutions, blockchain integration, and cryptocurrency security. Skilled in architecting scalable solutions for exceptional technical support. Passionate about leveraging cutting-edge technology for impactful solutions.

SKILLS

Programming Languages: Java, JavaScript, Python, Go, Rust, .NET

Frameworks & Tools: React, MySQL, MongoDB, Docker, RESTful APIs, CI/CD Pipelines

Soft Skills: Strategic Problem Solving, Agile Collaboration, Communication, Adaptability, Emotional Intelligence

Other Skills: AI Literacy, Creativity, Communication, Compassion, Innovative

EXPERIENCE

Customer Service Representative

Coles

September 2024 - Present

- Orchestrated timely deliveries for 30+ orders daily, optimizing routes to ensure seamless logistics and efficiency.
- Delivered a premium customer experience, resolving 200+ weekly inquiries via CRM tools, improving satisfaction rates by 25% in quarterly reports.
- Streamlined the inquiry resolution process, cutting response times by 30% through CRM automation and optimized team collaboration.
- Ensured peak operational efficiency, handling loading and unloading with precision, minimizing errors and maximizing delivery accuracy.

Frontend Developer Trainee

Kreativstorm

January 2023 - February 2023

- Completed hands-on training in HTML, CSS, JavaScript, and React.js, delivering 5+ functional projects.
- Enhanced project performance by optimizing assets and reducing page load times by 15%.
- Applied responsive design principles, improving cross-device compatibility and user satisfaction by 30%.
- Collaborated with peers on code reviews and debugging, resolving 95% of reported UI issues.
- Earned Frontend Development Certification, demonstrating practical expertise in modern web technologies.

Project Developer

IBM

July 2022 - December 2022

- Developed an interactive frontend for a blockchain-powered healthcare application, increasing user engagement by 15%.
- Engineered high-performance UI/UX components with React.js and IBM Carbon, achieving a 20% improvement in application responsiveness.
- Facilitated seamless backend-blockchain integration, efficiently managing 30+ critical data endpoints within project timelines.
- Strengthened security protocols, optimizing authentication mechanisms and reducing security vulnerabilities by 25%.

EDUCATION

Bachelor of Information Technology

Macquarie University • North Ryde, NSW • 2023

- Relevant Coursework: Mobile App Development, Full stack development, Java, Object Oriented Programming and Programming languages with Scala, Python.
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PROJECTS

Wordle Clone

Freelance • wordle-clone-peach-zeta.vercel.app/

- Engineered a Wordle clone using React and MobX, achieving high-speed rendering and an engaging user interface that attracted over 5 daily active users within the first month of launch.

Dino Game

Freelance • kreativstorm-dino-game.vercel.app/ • January 2024 - February 2024

- Innovated a scoring system within the Dino Game to dynamically adjust difficulty levels, increasing user retention by 40% and providing a personalized gaming experience.

CERTIFICATIONS

Azure Management: Portal, PowerShell, and CLI Basics

LinkedIn • 2025

Software Design: From Requirements to Release

LinkedIn • 2025

Introduction to Career Skills in Software Development

LinkedIn • 2025

Frontend Trainee

Kreativstorm • 2024

- Mastered core web technologies (JavaScript, HTML, CSS) and delivered multiple responsive web projects.

Open Project Developer

IBM • 2022

- Proficient in API development and microservices, collaborating on open-source cognitive solutions for data-driven applications.