

Rida Najeeb

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Education

Vasavi College of Engineering

Bachelor of Engineering in Computer Sc.

2019 – 2023

Coursework

Data Structures and Algorithms, System Design, Machine Learning, Operating Systems, DBMS, API Design, Distributed Systems, Performance Optimization

Experience

Customer Service Associate (Technical Operations), Amazon

Sep 2023 – 2024

- **Technical Issue Resolution:** Handled high-volume customer queries involving account, payments, and system-related issues while maintaining strict SLA compliance and customer satisfaction metrics.
- **Process Optimization:** Identified recurring technical and workflow issues and collaborated with internal teams to improve resolution efficiency and reduce repeat contacts.
- **Data Handling & Documentation:** Worked extensively with internal tools and dashboards, documenting cases and ensuring accurate data handling in compliance with Amazon policies.

Projects

NebulaVault — Secure Cloud Storage Platform | *Python, Flask, AWS S3* [GitHub]

- Developed a secure cloud-based file storage system using Flask and AWS S3 with authenticated user access.
- Implemented encrypted file upload/download workflows and structured metadata management for efficient retrieval.
- Designed role-based authentication and optimized storage operations to ensure data integrity and scalability.

VisionMark AI — Intelligent Attendance System | *Python, OpenCV, TensorFlow* [GitHub]

- Built an AI-powered facial recognition system to automate attendance marking with high accuracy.
- Trained and integrated computer vision models using OpenCV and TensorFlow for real-time face detection and recognition.
- Improved attendance reliability by eliminating manual entry and reducing proxy attendance scenarios.

Personal Portfolio Website | *Next.js, React, Tailwind CSS* [Live]

- Designed and deployed a fully responsive personal portfolio showcasing projects, technical skills, and resume.
- Implemented SEO optimization, structured metadata, and performance enhancements using modern frontend practices.
- Integrated smooth UI animations and deployed the application on a cloud hosting platform.

Business Website (Ongoing) | *React, Vite, Tailwind CSS*

- Developing a real-world business website for a medical laser equipment company with a clean, professional UI.
- Implementing responsive layouts, reusable components, and performance-optimized frontend architecture.
- Collaborating closely with business requirements to deliver a production-ready commercial website.

Technical Skills

Languages	C/C++, Java, Python, JavaScript (ES6+), TypeScript, SQL (MySQL, Oracle)
Frameworks	React.js, Next.js, Express.js, Node.js, Tailwind CSS, Bootstrap, Framer Motion
AI & ML	Machine Learning, LSTM, BERT, RNN, Ollama (LLM Integration), PyTorch
DevOps & Tools	Git, GitHub, CI/CD, Postman, Firebase, Vercel, Netlify

Certifications

- Shortlisted among top teams in Hackathon 2.0, Vasavi College of Engineering.
- Organized coding and tech workshops under the Computer Science Club.
- AWS Cloud Practitioner Essentials — Amazon Web Services.
- Google Digital Garage: Fundamentals of Digital Marketing.