

Rida Najeeb

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Education

Vasavi College of Engineering

2019 – 2023

Bachelor of Engineering in Computer Sc.

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

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|----------------|--------------------------------------------------------------------------------|
| 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.