

RITIKA

SOFTWARE ENGINEER

CONTACT

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JOB OBJECTIVE

An enterprising professional aiming to leverage extensive experience in **backend development** and **cloud technologies** to drive operational efficiency and innovation through **senior-level assignments** within a forward-thinking organization.

CORE COMPETENCIES

- Cloud Infrastructure Management
- Software Development Life Cycle
- System Performance Optimization
- Data Security and Compliance
- User Experience Design
- Agile Project Management
- Technical Documentation
- Cross-Functional Team Collaboration
- Continuous Integration/ Deployment
- Troubleshooting and Debugging

TECHNICAL SKILLS

Programming: Python, Django, Django REST Framework, Flask

Databases: PostgreSQL, MySQL, SSMS, SQLite

Version Control: Git, GitHub, SVN

Web Development: HTML, CSS, Bootstrap, Tkinter (GUI)

Cloud & DevOps: AWS (IAM, VPC, EC2, S3, Load Balancers, Route 53, CloudWatch), Docker, Linux (Ubuntu), Shell Scripting

API & Integration: RESTful APIs, Google Maps API, Alpha Vantage API

PROFILE SUMMARY

- Dynamic and results-driven **Python Developer** with over **2 years of experience** in software development, backend technologies, and cloud infrastructure, with a strong focus on **Python, Django, PostgreSQL, and AWS**.
- Last associated as **Technical Support Engineer** at **GreyOrange**, drove upkeep and enhancement of **proprietary automation systems**, ensuring smooth operations and high client satisfaction through adept troubleshooting.
- Proficient in **backend development, UI design, API integration, and workflow automation**, with experience in **version control systems** such as **Git and Subversion**.
- Experienced in managing **multi-platform environments** (**Ubuntu, CentOS, Windows**) across production, testing, and development stages, with strong expertise in **backend development, automation, and infrastructure optimization**.
- Proficient in **AWS Cloud Services** including **EC2, S3, VPC, IAM, Route 53, SNS, and CloudWatch**, with hands-on experience in creating dashboards, metrics, alarms, and alerts for system monitoring and reliability.
- Rich knowledge of **PostgreSQL** and **database optimization**, experience in deploying, debugging, and tuning distributed systems on **AWS, GCP, and Azure platforms**.
- Adept at **solving real-time system issues in automation and robotics environments**, ensuring uptime and rapid incident resolution, while bridging development and support through monitoring solutions and workflow automation.
- Known for building **cross-functional collaboration to reduce operational friction, improve performance, and enhance customer experience** in both legacy and modern cloud-native systems.
- Recognized for **adaptability, work ethic, and ability to deliver results independently** in fast-paced settings.

WORK EXPERIENCE

Blue Solution, Gurugram | Sep'2024 to Mar'2025 | Software Engineer

- Worked as **Software engineer** and was on-site with **GreyOrange** for 6 months.
- Providing support for GreyOrange's proprietary automation systems, entailing a variety of components such as bots, racks, barcodes, conveyors, and ports, .
- Analyzing and resolving client-reported issues by examining support tickets and systematic troubleshooting of system errors, thereby enhancing client satisfaction.
- Employing PostgreSQL, Erlang, Linux, and AWS to conduct debugging, system optimization, and log analysis, contributing to improved system reliability.
- Working with development teams to identify root causes of complex technical challenges, implementing solutions that bolster system stability and performance.
- Crafting and refining SQL queries to facilitate efficient data retrieval and analysis, thereby optimizing database interactions and enhancing application performance.
- Developing and executing log monitoring and automation scripts aimed at proactively identifying and resolving recurring system issues, reducing downtime.
- Providing AWS Cloud Support, which includes debugging applications, managing AWS test instances, and optimizing cloud infrastructure for enhanced performance.
- Creating and maintaining Python-based automation scripts and tools that streamline issue resolution processes, data processing, and system health checks.

EDUCATION

Master of Computer Applications (MCA),
Gurugram University, Pursuing

Bachelor of Computer Applications (BCA), Gurugram University, 2023

PERSONAL DETAILS

Date of Birth: 14th August 2002

Languages Known: English, Hindi

Address: Gurugram

Achievements:

- Built customized monitoring solutions that analyzed logs and automated issue detection, improving system performance and reducing overall downtime.
- Authored technical documentation and knowledge base resources that empowered team members and support engineers in troubleshooting and maintenance tasks.

Additional Responsibilities:

- Contributed to the development and deployment of enterprise-grade applications, ensuring alignment with performance and scalability requirements.
- Designed and maintained AWS infrastructure, utilizing services such as EC2, ALB, VPC, S3, CloudFront, CloudWatch, Auto Scaling for optimized cloud performance.
- Adhered to established configuration and change management policies to ensure visibility, stakeholder approval, and successful network infrastructure updates.
- Coordinated with the security team to evaluate, select, and implement appropriate security tools, policies, and procedures for robust cloud security.
- Implemented S3 Lifecycle policies to automate data backup and transition from Standard to Infrequent Access (IA) to Glacier, reducing storage costs for clients.

LSS Automation Company, Pune | Jul'2023 to Aug'2024 | Python Developer

- Developed scalable backend systems using Django and Python.
- Contributed to building RESTful APIs with Django Rest Framework to facilitate efficient data exchange between services and client-facing applications.
- Worked with relational (PostgreSQL, MySQL) and NoSQL (MongoDB) databases to ensure data consistency, performance, retrieval in high-transaction environments.
- Implemented role-based security frameworks using OAuth2 and JWT, along with other best practices to ensure data protection and system integrity.
- Deployed and maintained applications on AWS, GCP, and Azure; integrated CI/CD pipelines to enable smooth, automated deployments and reduce release cycles.
- Integrated Redis for caching and message brokering to enhance application speed, and built modular, reusable backend components that improved maintainability.
- Resolved backend bugs through RCA and performance debugging, working closely with frontend teams to ensure integration of UI elements with backend logic.
- Managed codebase using Git and SVN, mentored junior developers, and stayed aligned with the latest backend development trends and security protocols.
- Designed and implemented custom backend features including dynamic search, filtering, and personalization to improve the overall user experience.

Additional Responsibilities:

- Engineered custom Python scripts to automate extraction of project data, permission schemes, workflows, and user-role mappings from Jira Data Center and Jira Cloud for migration readiness.
- Analyzed Jira metadata, including user activity status, permission IDs, project icons, and workflow associations, enabling seamless audits and platform transitions.
- Partnered with Atlassian Jira team to drive large-scale migration efforts, delivering scalable, reusable automation solutions tailored to complex Jira environments.

PROJECT UNDERTAKEN

WorkLeisure Application

- Created a web-based platform to help remote professionals discover work-friendly cafés and coworking spaces across cities.
- Designed and deployed an intuitive user interface, including a dynamic landing page for enhanced user interaction.
- Developed a secure authentication system to manage user credentials and enable safe access to personalized features.
- Integrated Google Maps API for real-time location-based search/recommendations.
- Managed database architecture to optimize storage and retrieval of user preferences and activity history.
- Leveraged Python libraries for efficient data processing, API handling, and system performance enhancement.

- Structured the backend for scalability, ensuring high performance and adherence to development best practices.