

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.

Development Practices: Agile,
Debugging, Security & Data Protection

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.