Sheik Firoza Khatoon

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Motivated and results-driven **Software Developer** with 2+ yrs of experience in developing features that enhance product functionality. Seeking a challenging position to fully utilize my skills and make a significant contribution to the company.

PROFESSIONAL EXPERIENCE

Software Developer at SurveySparrow, Chennai
May 2023 - Present

- Developed **SurveySparrow Slack app** to facilitate real-time polls, enabling users to create polls and visualize results in an intuitive format, resulting in a 35 percent increase in user engagement. **Optimized** the polling system to support 1000+ bulk user participation by leveraging message queues, ensuring **scalability** and handling high-concurrency workloads.
- Developed a robust **SugarCRM Integration** using event-driven architecture and dynamic data mapping, supporting real-time import of 1,000,000 contacts, trigger-based automations, and scheduled background jobs.
- Enhanced **MS teams integration** with new features to boost team productivity with poll command, link unfurling, multi account support and others, integrated with **Microsoft Graph API** to facilitate seamless communication between the app and Teams.
- Worked on **Cobalt Integration** to automate integrating with third-party apps with predefined workflows. This reduced manual configuration time by 90 percent, enabling teams to rapidly onboard and sync with other platforms within few days.
- Designed and deployed **event-driven** systems using **message queues (BullMQ)** and background jobs for importing and syncing millions of records with external platforms.
- Worked with AWS Lambda, CloudWatch, and Docker to deploy and monitor **microservices** in a scalable, cloud-native environment.
- Delivered a successful PoC for integrating with **Microsoft Fabric**, demonstrating seamless **data streaming** and event processing capabilities.
- Proactively handle medium to high-priority tickets, leveraging **logs** and **monitoring tools** to quickly debug. Also, resolve customer-reported issues with timely fixes, consistently maintaining less than 4-hour average resolution time.

Software Developer Intern at SurveySparrow, Chennai
Jan 2023 - May 2023

- Gained hands-on experience in software development by designing and implementing a sample Inventory Management System. The system included modules for CRUD operations and audit logging.
- Worked on low to medium priority tickets, involving debugging, also minor feature enhancements.
- Worked on enhancing **MS teams integration**.

SKILLS

Languages & Frameworks : Java, Spring, SpringBoot, REST API, Hibernate, NodeJS, ReactJS, HapiJS, Python, Django, Go (Basics), HTML, CSS, Bootstrap
Databases & ORMs: MySQL, PostgreSQL, Sequelize, NoSQL, DynamoDB
Cloud & DevOps: AWS (Lambda, CloudWatch), Docker, Jenkins, Cloudflare, Docker, Kubernetes (Basics), CI/CD pipelines
Tools & Technologies: Redis, BullMQ, Elastic Search, Jira, Agile Methodolgies, Git, Bitbucket
Others: DSA, Algorithms, OOPs concepts, OS, DBMS

PROJECTS

Healthy Works Website - *Django, SQL*
- Built a health monitoring platform tailored for students designed to track key health metrics, progress tracking and provides personalized suggestions based on student's profiles to encourage well-being and healthy habits.

A Social Platform for Donation Handling of NGOs - *Django, SQL*
- A web application is built that works as an interface between the donors and the NGOs, streamlining the donation process. Allows user authentication, NGO registration, real-time donation tracking, and automated receipts.

Advanced Walking Stick for the Blind - *IOT*
- Developed a smart multifunctional walking stick, equipped with sensors for obstacle detection, a GPS module for real-time location tracking, and a vibration system for alerts to enhance safety for visually impaired individuals

EDUCATION

Bachelors of Technology, CSE - 8.96 CGPA
2019 - 2023
Gayatri Vidya Parishad College of Engineering (A)