Redzuan Abdul Rahim

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SUMMARY

Solutions-driven Information Technology professional offering expertise in technical leadership, software and web development, modern frameworks, and end-user training. Adept at interfacing with team members and customers to identify and meet business requirements. Successful record of achievement promoting brand awareness for the industry's leading technology company through consistent delivery of outstanding service.

SKILLS

Proficient: Javascript, React, Node.js, HTML5, CSS3, PostgreSQL
Knowledgeable: Git, Webpack, Express, Redis, Jest
Familiar: Python, Swift, PowerShell, Batch, AWS, Mocha, Chai, WordPress

TECHNICAL PROJECTS

gitCheck   Sept. 2020-Present
GitHub | Heroku - Fullstack Developer
- OAuth enabled app that creates groups to gather GitHub commits from forked repos and creates a graphical representation of user engagement to track for online learning.

Evocation   May 2020
GitHub | Heroku - Fullstack Developer
- Team project concept where users can post jobs and have companies bid with their proposals.
- Project utilizes React.js, Express, Node, PostgreSQL and other technologies to run.

EXPERIENCE

Instructional Associate - Web Dev   Jun. 2020-Present
Fullstack Academy, San Luis Obispo, CA
- Conducted individual meetings to coach students on coding instructions, improving confidence and achievement of learning outcomes.
- Reduced assistance requests by developing and implementing an instructional strategy to provide visual demonstrations of workshop instructions.

Tier 2 Support Engineer   Nov. 2018-Jul. 2020
NinjaRMM, San Luis Obispo, CA
- Developed and documented procedures for using the NinjaRMM API through Postman, resulting in the successful implementation of a new best practice for the entire team.
- Provided prompt solutions to 60-80 weekly service requests, supporting the business needs of partners.
- Earned ranking as the #1 Support Engineer in 2019, resulting in NinjaRMM's recognition as a leading company in quality service.

Demo Content Experience   Jun. 2018-Nov. 2018
Apple, Sunnyvale, CA
- Saved 20 hours of technical labor and streamlined exporting by scripting a mapping and layout feature in a FileMaker database.
- Implemented demo applications and layouts for 500 Apple Retail Stores, enhancing the iOS device experience for millions of customers worldwide.

Creative Pro   Apr. 2012-Nov. 2018
Apple, San Luis Obispo, CA
- Led a team of trainers to place in the top 5 stores for customer satisfaction scores within Apple Retail globally by analyzing customer trends, consistent messaging within internal teams, and providing constructive feedback to trainers for continuous improvement.
- Established an internal feedback reporting system to streamline assessments for 70 associates.

EDUCATION

Fullstack Academy   Oct. 2019-May 2020
Twenty-six week intensive course focused on Javascript and the latest web technologies.

California Polytechnic University   Sep. 2008-Jun. 2010
Bachelors of the Arts in Theatre