RAJARAJAN R R N

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A Technical Support Engineer transitioning into a Software Developer role. Known for exceptional problem-solving, Software testing, Network and technical support, eager to apply analytical and troubleshooting skills in software development. Strong understanding of customer needs and programming concepts, ready to leverage these in the development field.

SKILLS

- **Programming and Database:** Python, Django, Django REST Framework, HTML, CSS, JavaScript and MySQL.
- **Data analysis and Visualization libraries:** Pandas, NumPy, Matplotlib.
- **Cloud Technologies:** AWS EC2, S3, Lambda, Elastic Beanstalk, VPC, CloudWatch.

EXPERIENCE

Technical Support Engineer   Jul 2023 – Present
BETSOL, Bangalore

- Configuring, installing, and monitoring applications for end-users on both Linux and Windows platforms, ensuring seamless functionality and optimal performance.
- Troubleshooted various remote access systems like Citrix and VMware, applications such as Avaya, Five9, and Genesys, and network issues for Palo Alto VPN ensuring reliable system performance.
- Collected logs and diagnosed technical issues, identifying root causes and implementing solutions for effective problem resolution and Utilized Salesforce CRM to manage customer information, enhancing support efficiency and satisfaction.
- Resolved over 1000+ technical issues and managed 300+ escalated issues across 20+ client programs and applications, adhering to SLA to ensure minimal downtime and optimal system performance.
- Administered incident management and escalation using ServiceNow and Jira, maintaining adherence to service level agreements (SLA).

Web Developer Intern   Feb 2023 – Apr 2023
Accent techno soft, Coimbatore

- Developed and maintained web applications using the Python Django framework, adhering to its MVT (Model-View-Template) architecture, which enhanced the overall functionality and user experience.
- Utilized the Django REST framework for building APIs and integrated various APIs into the application, thereby expanding its capabilities and improving its interoperability with other systems.
- Implemented OAuth, JSON Web Token (JWT), and token-based authentication in the application and API, ensuring secure user authentication and authorization, and thereby ensuring data privacy and security.
- Conducted comprehensive testing of the application and its APIs using Insomnia, identifying and fixing bugs to improve its reliability and performance.
- Collaborated with a team of developers, contributing to code reviews and knowledge sharing to improve overall team efficiency and product quality.

PROJECT

E-commerce web application: Developed a Python-based e-commerce web application using the Django framework. Implemented user authentication, product catalog management, shopping cart functionality, and secure payment processing. Optimized database queries for improved performance, resulting in a 20% reduction in page load times. [Link](#)

E-commerce API: Developed a RESTful e-commerce API using Python, Django, and Django REST Framework. Implemented CRUD operations and endpoints for product catalog management, user authentication, order processing, and payment integration. Leveraged JSON for data serialization and deserialization to efficiently transfer complex data structures between the API and clients. Optimized database queries and response times, resulting in a 30% improvement in API performance. [Link](#)

CERTIFICATION

- Meta Backend professional certificate - Coursera.
- Oracle 12C – Introduction to SQL.
- Python for data science - NPTEL.

EDUCATION

- Bachelor of Science in Computer Science   2020 - 2023
  Sri Krishna Arts and Science College, Coimbatore.   CGPA: 7.9