

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

- **Frontend Technologies:** HTML, CSS, JavaScript, and Figma.
- **Programming and Database:** Python, Java, Django, Django REST Framework, 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

- Optimized performance of remote access systems such as Citrix, VMware, AWS Workspace and Azure Remote Desktop by systematically addressing recurring issues for over 300 users and established a troubleshooting guide that empowered team members, resulting in a 15% decrease in ticket resolution time.
- Configuring, installing, and monitoring applications for end-users on both Linux and Windows platforms
- Collected and analysed logs to diagnose technical issues, identifying root causes and implementing solutions that improved Average Handling Time (AHT) by 25% and increased Customer Satisfaction (CSAT) by 10%.
- 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.
- Managed incidents and escalations with ServiceNow and Jira, keeping resolution times within 24 hours and improving overall support efficiency by 15%.

Web Developer Intern

Feb 2023 – Apr 2023

Accent techno soft, Coimbatore

- Designed and implemented user interfaces with HTML, CSS, and Bootstrap, ensuring cross-browser compatibility and mobile responsiveness.
- 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.
- 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.
- Configured SMTP settings and managed media and static file storage using Amazon S3, including cross-region settings, which improved media access speed and reliability.
- Conducted comprehensive API endpoint testing using Postman, identifying and resolving critical bugs that improved application stability and reduced error rates by 25%.
- Collaborated with a development team for code reviews and knowledge sharing, leading to a more efficient development process and a 15% increase in overall team productivity.

PROJECT

- **Web Application & API for E-Commerce:** Developed a Python-based e-commerce platform using Django, featuring user authentication, product catalog management, shopping cart, and secure payment processing. Integrated Amazon S3 for cross-region media storage. Built an API with Django REST Framework for efficient data exchange via JSON. Optimized database queries, reducing page load times by 20% and enhancing API performance by 30%. Deployed the application on AWS Elastic Beanstalk. [Link](#)

CERTIFICATION

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

EDUCATION

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