

Rayan Crasta - Support Engineer

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Summary

Detail-oriented Support Engineer with a strong foundation in troubleshooting, technical support, and customer service. Experienced in managing IT operations and resolving application issues in fast-paced environments. Eager to leverage technical skills and analytical mindset to ensure seamless IT service delivery and enhance user experience. Committed to continuous learning and professional development.

Work Experience

Mint People - Front of House Staff & Kitchen Porter (Part Time)

May 2024 – Aug 2024, UK

- Provided customer service in restaurants and clubs, handling reservations, seating, and resolving inquiries efficiently.
- Supported kitchen operations through dishwashing, food prep, and maintaining cleanliness.

Hap Solutions - Festival and Bar Staff (Part Time)

June 2024 – Aug 2024, UK

- Delivered excellent customer service at festivals and events, managed bar operations while ensuring customer satisfaction.

Royal Mail – Warehouse Operative (Part Time)

Nov 2023 – Dec 2023, Northampton, UK

- Loaded/unloaded shipments and sorted items efficiently to optimize workflow, demonstrating strong attention to detail.

Tata Consultancy Services – Assistant Systems Engineer (Full Time)

June 2021 – Aug 2023, Mumbai, India

- Developed bash scripts to automate the hardening process of over 100+ Linux servers for compliance based on CIS benchmarks, saving 900+ hours of manual compliance hours.
- Conducted security analysis on Angular and Spring Boot codebases using Checkmarx and Fortify WebInspect, identifying and mitigating critical vulnerabilities.
- Integrated third-party antimalware and data tokenization solutions into the existing architecture, enhancing security measures.
- Conducted manual web application security testing using OWASP ZAP and Burpsuite, identifying and addressing critical vulnerabilities, thus enhancing application security.

Qustac Technologies Pvt. Ltd - Android Development Intern (Part Time)

Mar 2020 – Jan 2021, Mumbai, India

- Developed an Android application using Android Studio and Java, integrating TensorFlow Lite for real-time classification of explicit and non-explicit images on Android devices.
- Integrated a streamlined machine learning model to facilitate automatic actions upon detecting explicit content within image files.

Projects

TweetOps: Twitter-like Tweet Ingestion and Search Backend [Blog](#) | [GitHub](#)

- Developed a Twitter-like backend prototype using Go, FastAPI, Kafka, PostgreSQL, and Elasticsearch.
- Managed a dataset of 500K tweets, categorized by language, and ingested into Elasticsearch via Kafka.
- Utilized Elasticsearch for real-time tweet search and immediate availability of ingested tweets.
- Created user and tweet search functionalities with PostgreSQL and Elasticsearch, including pagination.
- Developed a FastAPI service for flagging profane tweets based on a model, integrated into the ingestion process for safe search.

MyShowSeat: Booking Service Backend [Blog](#) | [GitHub](#)

- Developed a booking service backend prototype using Go, Redis, and PostgreSQL.
- Implemented booking logic for seat checks, claiming, payment verification, and finalization, ensuring a seamless user experience during high traffic.
- Utilized Go's concurrency for asynchronous processing, maintaining data integrity with PostgreSQL transactional operations and row-level locking.
- Enhanced performance with Redis caching for seat availability, reducing database calls and improving scalability. Incorporated JWT token-based authentication for secure service access.

Debate Management System (Dissertation Project)

- Designed a platform for managing structured debates in academic settings, incorporating gamification, quizzes, and real-time feedback.
- Built using React.js for responsive UIs and FastAPI for backend logic, with PostgreSQL for authentication and MongoDB for debate storage.
- Utilized Redis for real-time tracking and WebSockets for live updates during debate sessions.
- Provided detailed post-debate analytics to help educators enhance teaching strategies.

Education

University of Leicester

MSc Cloud Computing (Sept 2023 - 2024)

Mumbai University

Bachelor of Engineering, Information Technology (2021), 9.42 CGPA

Skills

- **Languages:** Go, Python, FastAPI, Django, Bash, JavaScript, Java, ReactJS
- **Databases:** PostgreSQL, MongoDB, Redis
- **Infra:** Linux, Docker, Kubernetes, Openshift
- **Tools:** Kafka, Elasticsearch, Prometheus, Grafana, JIRA
- **Security:** Burpsuite, Checkmarx, WebInspect, OWASP ZAP
- **Technical Support:** Windows, MacOS, Microsoft 365 administration, hardware and software troubleshooting
- **Soft Skills:** Strong analytical skills, excellent communication (verbal and written), customer service mindset, proactive problem-solving abilities, ability to multitask and manage time effectively.