Rayan Crasta - IT Application Support Specialist

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Summary

Detail-oriented IT Application Support Specialist with a strong foundation in software engineering and system analysis. Experienced in troubleshooting application issues, optimizing performance, and ensuring compliance with security standards. Known for analytical skills, a customer-focused mindset, and the ability to manage multiple priorities in fast-paced environments. Seeking to leverage technical expertise to provide exceptional support for business-critical applications in a dynamic healthcare setting.

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.
- 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.

Royal Mail – Warehouse Operative (Part Time)
Nov 2023 – Dec 2023, Northampton, UK

- Loaded/unloaded shipments and sorted items efficiently to optimize workflow.

Tata Consultancy Services – Assistant Systems Engineer (Full Time)
June 2021 – Aug 2023, Mumbai, India

- Developed bash scripts to automate compliance processes across 100+ Linux servers, significantly reducing manual hours and enhancing operational efficiency.
- Conducted security analysis on Angular and Spring Boot codebases, identifying and mitigating critical vulnerabilities to uphold application integrity.
- Integrated third-party antimalware solutions into the existing architecture, enhancing security measures.
- Conducted manual web application security testing, ensuring compliance with security standards and improving overall 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 images.
- Streamlined machine learning models for automatic actions upon detecting explicit content, ensuring user safety.

Projects

TweetOps: Twitter-like Tweet Ingestion and Search Backend Blog | GitHub

- Created a backend prototype using Go, FastAPI, Kafka, PostgreSQL, and Elasticsearch,

facilitating real-time tweet search and ingestion.

- Implemented user and tweet search functionalities, ensuring efficient data handling and performance.

MyShowSeat: Booking Service Backend Blog | GitHub

- Developed a booking service backend using Go, Redis, and PostgreSQL, ensuring seamless user experience during high traffic.
- Employed Go's concurrency for asynchronous processing and enhanced performance with Redis caching.

Debate Management System (Dissertation Project)

- Designed a platform for managing structured debates, utilizing React.js for responsive UIs and FastAPI for backend logic.
- Implemented real-time tracking and analytics to enhance user engagement and educator 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, SQL
- **Infra**: Linux, Docker, Kubernetes, Openshift
- **Tools**: Kafka, Elasticsearch, Prometheus, Grafana, JIRA
- **Security**: Burpsuite, Checkmarx, WebInspect, OWASP ZAP
- **Soft Skills**: Strong analytical skills, customer-focused, effective communication, team player, organized, adaptable