Rijul Bir Singh

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Education

University of Florida, Gainesville, USA   Aug 2024 – May 2026
Master of Science in Computer Science

Delhi Technological University, Delhi, India   Aug 2017 – May 2021
Bachelor of Engineering in Software Engineering

Skills

Technical Support: Incident Management, Root Cause Analysis, SLA Compliance, Performance Optimization
AEM Technologies: JCR, OSGi Components, Multi-Site Management, Dispatcher Config, Cloud Service Migration
Programming & Tools: Java, Web Technologies, SAML Integration, Docker, Git, CI/CD Pipelines
Customer Platforms: JIRA, ServiceNow, Zendesk, Confluence, Customer Support Ecosystems
Enterprise Skills: Cross-functional Collaboration, Technical Diagnostics, Client Communication, KPI Management

Experience

Technical Support Engineer | **Adobe, INC**   Apr 2023 – Jul 2024
Data Integration, System Architecture, Cloud Solutions

- Provided comprehensive technical support across **global customer base**, resolving complex **AEM issues** involving **SAML integration**, **dispatcher configurations**, and **product-level challenges**. Collaborated with **engineering** and **product development teams** to deliver end-to-end technical solutions.
- Consistently outperformed key performance indicators, maintaining **Open Case Aging days** compliance with average resolution times under **10 days**. Achieved top-tier **customer satisfaction ratings** through precise and efficient technical support.
- Acted as a strategic technical consultant, proactively identifying workarounds and introducing advanced features like **Multi-Site Management (MSM)** to the customers.

Software Development Engineer | **Optum, United Health Group**   Jun 2021 – Apr 2023
Data Engineering, ETL Pipelines, Business Intelligence

- Implemented **Apache Airflow** workflows to automate data extraction from legacy healthcare systems into Snowflake, improving data reliability by **95%** and supporting analytics for **3 major hospital networks**.
- Developed **internal monitoring tools** with **Python** to track medication adherence patterns across patient populations, helping care managers identify at-risk patients and improving intervention rates significantly.
- Created P&L reports and dashboards using **PowerBI** and **Cognos**, translating financial metrics into actionable insights.

Projects

OHBI: Optum Health BI | *PowerBI, Python, SQL, Snowflake*   Jul 2021 - May 2022
- Built a data pipeline extracting financial data from **multiple sources**, transforming it using **SQL** in **Snowflake**, and loading it into a **dimensional model**.
- Created interactive **Power BI** dashboards with **drill-down capabilities** and **custom DAX measures** for real-time provider performance visibility.

Campus Cupid | *React, Node.js, MongoDB, Express* [GitHub]   Feb 2023 - Apr 2023
- Built a **full-stack dating app** using the **MERN stack**, implementing secure **authentication**, **profile management**, and a **matching algorithm**.
- Created a **responsive UI** with React and implemented **RESTful APIs** enabling real-time notifications with **95% uptime**.

Emotion-Based Music Recommender | *Python, CV, ML* [GitHub]   Mar 2025
- Built a real-time emotion detection system using OpenCV and TensorFlow that analyzes facial expressions and recommends Spotify playlists matching the user's mood.
- Trained a CNN on the FER2013 dataset to classify 7 emotions and integrated with Spotify API to fetch relevant playlists.

Publications and Certifications

Adobe Experience Manager Business Practitioner Professional Certification   Jan 2023

Movie genres and beyond: Analytical survey of classification techniques
Int'l Conference on Trends in Electronics and Informatics (IEEE) [IEEE]   Jun 2021
- First-authored a paper implementing **Bi-directional LSTMs and CNNs** to classify movies from posters and trailers using the **IMDB Dataset (50K samples)**.
- Evaluated **resNet50, VGG16,** and **DenseNet169** models, with DenseNet169 achieving **91% accuracy**.