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Muhammed Rizwan

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Results-driven software engineer with 2 years of experience in application support for FileNet and Dynatrace, delivering efficient solutions and maintaining critical systems. Currently pursuing a master's degree in Artificial Engineering, with a strong passion for cutting-edge technologies. Seeking opportunities for internships or positions that align with my academic background and desire to contribute to the forefront of the artificial engineering field.

Work Experience

Software Engineer	Allianz Technology	Mar 2022- June 2023
FileNet Support team	Trivandrum, India	
<ul style="list-style-type: none">Delivered exceptional client satisfaction with an 85% resolution rate within SLA for Allianz Document Management System and Allianz UK Case Management, minimizing downtime by 20% through prompt issue resolution.Prevented performance issues for all FileNet installations by proactively tackling changes, problems, and incidents within set SLAs. Utilized agile methodologies for swift resolution, consistently exceeding client expectations.Implemented proactive monitoring with Dynatrace, reducing critical application downtime by 40% for Allianz DMS and UKCM. Anticipated and resolved potential performance issues, fostering a seamless user experience.		
Software Engineer Trainee	Quest Innovative Solutions	Dec 2021 – Mar 2022
	Kochi, India	
<ul style="list-style-type: none">Developed deep expertise in Python programming, proficiently implementing algorithms and data structures for various tasks.Mastered machine learning fundamentals, building predictive models using popular library like Scikit-learn.Created interactive data visualizations using Tableau, effectively communicating insights from data.		

Technologies and Languages

- Languages:
 - Programming Languages: Python, R
 - Frameworks & Libraries: TensorFlow, Scikit-learn, numpy, pandas
 - Database Languages: SQL
- Technologies:
 - Software Development: Git, Agile methodologies
 - Cloud Platforms: AWS (basic understanding)
 - Operating Systems: Windows, Linux
- Other Tools: KNIME, Confluence, Service Now, Dynatrace, FileNet, Websphere Application Server

Education and Certifications

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| • M.S. Artificial Intelligence , Jönköping University, Sweden. | 2023 – Present |
| • B.E. Computer Science , Mangalore Institute of Technology & Engineering, India. | 2017 – 2021 |

Projects

- Dunstan - Predicting Customer Claims:** Build a ML model using KNIME that could predict claims with high accuracy which can be the base for building efficient pricing model considering the customer behaviour.
- COVID-19 Patient Monitoring System Using IoT**