

Rinu Rahim

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PROFESSIONAL SUMMARY

- IT professional with 2+ years of experience in IT Industry having a background in high risk banking domain.
- AWS certified cloud practitioner with practical expertise in cloud services and tools.
- Good experience in various stages of Software Development Life Cycle (SDLC) from analysis, design, development, testing, deployment and maintenance.
- Solid knowledge in object oriented programming concepts.
- Well experienced in front end development with skilled in various front end technologies and frameworks.
- Extensive knowledge in Normalization, RDBMS and database design.
- Proficient in developing and implementing elegant and efficient SQL modules like complex SQL Queries, stored procedures, creating indexes, functions, triggers, subqueries.
- Hands on experience in deploying, troubleshooting and supporting complex IT solutions.
- Familiarity with incident management, problem management and ticketing systems.
- Hands on experience in using ITSM tools and Reporting Tools.
- Excellent communication, interpersonal skills, team-working attitude, takes initiative and proactive in solving problems.

TECHNICAL SKILLS

Programming Languages	SQL, UNIX Shell Scripting, Python, React, HTML5, JavaScript
SQL	MySQL, MSSQL
Web Technologies/Frameworks	CSS, JSON, Bootstrap, Mocha.js
IDE	SQL Management Studio
Operating Systems	UNIX, Windows, Linux
Methodologies	Agile, Waterfall
Version Control	GIT
Tracking Tools	Jira, Confluence
Other Applications	WordPress

WORK EXPERIENCE

TATA Consultancy Services

System Engineer

November 2020 - February 2023| Bangalore

- Supported 4+ high risk applications which deals with different technologies.
- Maintained SQL scripts and complex queries for analysis and extraction.
- Performed quality testing and assurance for SQL servers.
- Provided customer support by resolving incidents and service requests in a timely and efficient manner ensuring minimal impact on customer experience.
- Documented all customer interactions, troubleshooting steps, incident resolutions accurately in the ticketing system.
- Collaborated with internal teams, including developers, System administrators and QA engineers to resolve complex technical issues and improve the App’s stability and performance.
- Assessed customer needs and goals through communication and system evaluations to modify existing applications for personalized customization.
- Coordinated efficient large-scale software deployments (CI/CD).
- Experience working with GitHub, Team city, Octopus.

Junior Web developer

- Designed and developed UI for applications using HTML5, CSS3, React and bootstrap.
- Performed maintenance and updates to existing client Web sites.
- Reviewed UX with multiple teams and made necessary edits to accommodate technical or business concerns.
- Determined computer user needs and improved user experience in web responses.
- Wrote unit test cases to test modules in the application.
- Created logos, banners and buttons for websites.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Technology in Computer Science
Federal Institute of Science and Technology | 2016 – 2020

CERTIFICATIONS

AWS Cloud Practitioner (Amazon Web Services)
June 2024 – June 2027

Front End Developer
CodeCademy| 2022-2023

LANGUAGES KNOWN

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|-------------|----------------------------------|
| • English | Full Professional Proficiency |
| • Hindi | Professional Working Proficiency |
| • Malayalam | Native or Bilingual Proficiency |