

Rizwan Khan

 Rizwan Khan's Git |  Rizwan Khan's LinkedIn |  Rizwan Khan's Portfolio

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Hyderabad, India

Result-driven & detail-oriented Full Stack Web Developer with a passion for Agile methodologies and delivering high-quality solutions. Seeking to leverage my expertise in building scalable apps, open-source contributions and enlist myself in a challenging role within a dynamic organization.

Professional Experience

CODE For India (Hyderabad, India)

June 2024 – November 2024

-Fellow Software Developer

Responsibilities:

- ✓ Developed full-stack applications focusing on React.js (frontend) and REST APIs (Node.js, Express.js) for real-world problem-solving.
- ✓ System Designed and implemented RESTful APIs with secure authentication using JWT.
- ✓ Worked extensively with SQL & No-SQL databases like (Mongo & MySQL) for structured data management.
- ✓ Applied state management using React hooks to optimize UI performance and improve user experience.
- ✓ Developed and deployed applications ensuring high availability and performance optimization.
- ✓ **Project:**

Building a **Stock Screener System** for a fintech start up **Shariah Equities** using a full-stack web development approach. This project integrates various technologies and features, making it a robust, scalable, and interactive web application. Showing analysis of Shariah compliant stocks based on financial screening rules.

Technologies Used:

Frontend: React.js, Vite, React-Router, Axios, Bootstrap, CSS3, Google Charts

Backend & DB: Node.js, Express.js, MongoDB, Mongoose, JWT Authentication APIs & Libraries: Twilio API (SMS Notifications), Nodemailer (Email), Excel File Parsing.

AlongX Software (Hyderabad, India)

August 2023-February 2024

-Software Developer

Responsibilities:

- ✓ Developed a full stack Application using Python FastAPIs, MySQL & JS (DOM).
- ✓ Designed and optimized FastAPIs to handle authentication, authorization, and role-based access control.
- ✓ Worked on Git-based version control (Bitbucket) for repository management, including CI/CD pipelines to ensure smooth deployments.

- ✓ Created and managed weekly sprints in JIRA Atlassian, ensuring structured project execution.
- ✓ Conducted rigorous testing and debugging to maintain high application quality and performance.
- ✓ **Project:**
Developed a Gurukul School Management web app using JavaScript DOM + MySQL + Python Fast APIs, cloud technologies. Featuring role-based access and other basic features used by educational institutions.

Technologies Used:

Frontend: Axios, Bootstrap, HTML, JS DOM, CSS3

Backend & DB: Python Fast APIs, ORM, MySQL, JWT Authentication & Azure App Services for sending SMS Notification & Emails).

Cloud & Version Control: Azure, Bit-bucket, git, Atlassian JIRA.

Kent Cam Technologies (Noida, India)

October 2020-June 2023

-Sr Technical Support | Team Lead

Responsibilities:

- ✓ Orchestrated the resolution of customer inquiries and technical challenges related to security cameras, employing advanced troubleshooting techniques for swift problem solving.
- ✓ Leveraged **JIRA Atlassian** as a strategic ticketing tool, facilitating effective communication, coordination, and follow-up with backend teams to expedite issue resolution.
- ✓ Demonstrated leadership skills by overseeing customer escalations, providing expert guidance and resolution strategies to ensure customers and B2B clients received satisfactory solutions and guiding a dynamic team of 6-7 members, fostering collaboration, offering mentorship, and optimizing team performance.

Tech Mahindra Ltd. (Noida, India)

September 2019-September 2020

-Customer Support Executive

Responsibilities:

- ✓ Excelled as a Customer Support Specialist for the Flipkart process, seamlessly managing a high volume of customer inquiries, concerns, and requests. Demonstrated exceptional problem-solving skills and product knowledge to deliver timely and effective resolutions.
- ✓ Maintained meticulous records of interactions, contributing to a well-organized and efficient support system. Collaborated with cross-functional teams to escalate and resolve complex issues, ensuring seamless customer experiences throughout the entire support journey.

Genpact India Pvt Ltd. (Gurgaon, India)

January 2019-August 2019

- Customer Support Executive

Responsibilities:

- ✓ Proficiently served as a Customer Support Executive for the Samsung process, delivering expert technical assistance to consumers utilizing a range of Samsung consumer electronic products. Effectively diagnosed & resolved product-related inquiries, troubleshooting challenging issues.

- ✓ Leveraged comprehensive product knowledge to guide customers through solutions, ensuring seamless product experiences. Demonstrated strong communication skills and empathy while interacting with customers, enhancing overall customer satisfaction.

Wings Infonet Pvt Ltd. (Hyderabad, India)

September 2014-December 2018

-ERP Consultant (Software Implementation & Support)

Responsibilities:

- ✓ Played a pivotal role in the implementation and installation of ERP software, conducting in-depth training sessions for clients. Leveraged remote desktop sharing applications to guide clients through software usage, ensuring they were well versed in operational procedures.
- ✓ Offered comprehensive end-to-end assistance for ERP software, catering to multiple modules such as Accounting, Payroll, Electronics & Appliances, Inventory & Distribution Management. Ensured a seamless experience for various clients by resolving issues and optimizing software functionality.

Education

Azad Institute of Management (Hyderabad, India) <i>-Masters of Business Administration</i>	2014-2016
Muffakham Jah College of Engineering & Technology (Hyderabad, India) <i>-Bachelor of Engineering</i>	2009-2013

Skills

-  Programming Languages: JavaScript, TypeScript, Python
 -  Frontend Technologies: React, React Native, HTML, CSS, DOM, Tailwind CSS, Bootstrap, Vite
 -  Backend Technologies: Node.js, Express.js (Rest APIs), FastAPIs, Django
 -  Databases & Data Management: MongoDB, MySQL
 -  Cloud & DevOps: AWS (Amazon Web Services), Azure
 -  Version Control & Collaboration Tools: Git, GitHub, Bitbucket
 -  Project Management & Productivity Tools: Atlassian JIRA, Microsoft Office
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