Rizwan Khan (9700153830/ rizwankhan.1992@gmail.com)

Emerging Full Stack Developer & Scrum Master
Agile Enthusiast, Proficient in Fast API & Azure

Highly motivated and detail-oriented Full Stack Developer with a passion for Agile methodologies and delivering high-quality solutions. Equipped with strong skills in Fast API development, Azure deployment, and bug resolution. Demonstrated ability to thrive in fast- paced environments while collaborating effectively with cross-functional teams. Also experienced in leading as a Scrum Master role, guiding and facilitating a team of developers through Agile practices and project planning.

Professional Experience

AlongX Software (Hyderabad, India)   **August 2023-Present**

-Software Engineer | Scrum Master (Team Lead)

Responsibilities:

- ✓ Proficient in full stack web development, adept at both front-end and back-end technologies.
- ✓ Skilled in Fast API development, ensuring efficient and scalable web application APIs.
- ✓ Thoroughly testing and developing functionalities and features of web applications to maintain high quality and user satisfaction.
- ✓ Expertise in managing Bitbucket repositories, including merging & deploying code.
- ✓ Experienced in deploying web applications on the Azure platform, ensuring smooth operation and optimal performance.
- ✓ Experienced in setting up and managing separate development and production environments for streamlined development processes.
- ✓ Proficient in configuring Logic Apps to automate tasks such as sending emails upon user registration, enhancing user experience and engagement.
- ✓ Skilled in configuring blob storage and containers in Azure for efficient storage and management of media documents.
- ✓ Proficient in performing the role of Scrum Master, facilitating Agile project development and ensuring timely delivery of milestones.
- ✓ Experienced in creating and managing weekly sprints to maintain project momentum and track progress effectively.
- ✓ Skilled in conducting demos of work progress to clients and product owners on a weekly basis, ensuring alignment with project goals and client expectations.
- ✓ Identifying and resolving bugs in web applications to maintain optimal functionality and user experience, ensuring smooth operation and minimizing disruptions for end-users.

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.
- ✓ Successfully contributed to the achievement of team and organizational targets and revenue goals by effectively promoting and explaining the benefits of chargeable cloud subscriptions for our security cameras.
- ✓ Streamlined customer support operations by diligently generating insightful reports, offering valuable data-driven insights that contributed to enhancing overall customer satisfaction.

- ✓ Employed **Zendesk CRM** to meticulously track and document customer interactions, fostering seamless operations by maintaining an up-to-date day-to-day ticket tracker with comprehensive customer details.
- ✓ Leveraged **JIRA Atlassian** as a strategic ticketing tool, facilitating effective communication, coordination, and follow-up with backend teams to expedite issue resolution.
- ✓ Actively participated in daily morning production meetings, collaborating with the development team to strategize solutions for production-related challenges and software bugs.
- ✓ 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.
- ✓ Engaged in proactive day-to-day follow-up with customers and B2B clients, ensuring their reported issues were satisfactorily resolved, and building strong relationships through consistent communication and support.

Tech Mahindra Ltd. (Noida, India)   **September 2019-September, 2020**

-Customer Support

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**

-Technical Support

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 and resolved product-related inquiries, troubleshooting challenges, and technical 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 software products, 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, Automobile, Fixed Asset, and Inventory & Distribution Management. Ensured a seamless experience for various clients by resolving issues and optimizing software functionality.
- ✓ Acted as a crucial bridge between clients and backend teams, skillfully communicating client requirements to product managers and other relevant teams. This facilitated collaborative problem solving and addressing the client needs.

Education History

Post-Graduation

Course	MBA
College	AZAD INSTITUTE OF MANAGEMENT
Passing Year	2016
Grade	75%

Graduation

Course	B.Tech/B.E. (IT)
College	Muffakham Jah College of Engineering and Technology
Passing Year	2013
Grade	65%

Class XII

Board	Andhra Pradesh
Medium	English
Passing Year	2009
Grade	90-94.9%

Class X

Board	Andhra Pradesh
Medium	English
Passing Year	2007
Grade	75-79.9%

Project Details

Project Title: Gurukul School Management (GSM)

Company: AlongX Software (Current)

Client: AlongX Software

Project Description: Gurukul School Management (GSM) is a holistic web application tailored for educational institutions. It encompasses user management, student information systems, teacher management, academic planning, attendance tracking, financial management, examination and grading, transportation for students and staff, and reports. GSM efficiently manages administrative tasks, ensures seamless communication, optimizes transportation logistics, and provides valuable insights, enabling institutions to focus on delivering high-quality education.

In addition, there is mobile app for Students and Staff. It allows students and staff to have control of their information & tasks.

Role: Full Stack Developer & Scrum Master

Role Description: In this project, I am working as a Full Stack Developer & Scrum Master/Lead, managing a team of 6-7 developers including flutter developer. I am supposed to plan the sprints every week using Jira Atlassian and execute them accordingly by developing and testing the modules along with my team. Also ensuring to show full-fledged demo of our work progress to client/ product-owner during the ending of every planned Sprint.

Technologies Used: We have used Python FastAPI as backend for creating endpoints, Azure mysql DB Server, HTML, CSS, Bootstrap theme, JS, Jquery, Azure App Service, Azure Storage Account, Azure Logic App, Azure Event Hubs.

Technical & Other Skills

- ✓ Python FastAPI
- ✓ Scrum Agile Development Methodology
- ✓ Atlassian JIRA & Atlassian Bitbucket
- ✓ HTML,CSS, JQuery/JS
- ✓ Azure App Service, Blobs, Deployment, Pipeline Build, ERP Support & Implementation etc.