**Rahul Rehan**

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Personable IT consultant with 6+ year’s expertise in a fast-paced global tech firm. Organized and detail oriented with proactive and hard-working nature along with experience in product development life cycle. Considerable experience in customer relations management involving large corporate and international clients.

**Highlights**

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| * Requirement Gathering
 | * Design & Development
 | * Agile/Scrum
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| * Client facing skills
 | * Search Engine Optimization
 | * Process Improvement
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| * API Development
 | * Identifying technical solutions
 | * ITIL
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**Experience**

**Consultant October 2017 – Present**

Capgemini Technology Services India Limited, Navi Mumbai, Maharashtra, India

Work collaboratively with clients and in-house teams to provide rapid, robust and client acclaimed front- and back-end web development optimizing user experience, sales, and brand positioning and related metrics.

* Developing and maintaining the front end functionality of websites.
* Participating in discussions with clients to clarify what they want.
* Provide thorough support and problem resolution for customers.
* Work with other teams to identify improvement opportunities and ensure end-to-end success.
* Participates in Production release activities.
* Creates FMEA for review by senior leads.
* Participates in IT strategy planning, understanding potential impact to business operations from proposed change and project activities.
* Assists in maintaining the overall effectiveness, ensuring high levels of customer satisfaction and availability, 24x7.
* Works with the Major Incident Management Facilitator and partner resolving teams to drive the resolution of high-severity outages impacting IT infrastructure by researching recent changes, monitoring information, and other related data.
* Maintains situational awareness during daily operations. Monitors various channels including monitoring dashboards, phone, chat, and email for signs of a potential Major Incident.
* Scribes the detailed actions taken during Major Incidents in chronological order to serve as the source of truth.
* Analyses data to identify early warning signs for incidents and update Incident Manager.
* Awarded one time with Gold applauds in 2019 and twice with Silver applauds in 2018 and 2019.

**PHP Developer August 2015 – October 2017**

RV Technologies Software Pvt. Ltd, Chandigarh, India

Responsible for working on a range of projects, designing appealing websites and interacting on a daily basis with graphic designers, back-end developers and marketers.

* Documented software and technical specifications.
* Met with clients to gather requirements, design sites and outline schedules.
* Involved in creating a comparison site from scratch and optimized landing and home pages.
* Addressed cross-browser compatibility issues.
* Performed maintenance and updates to existing client websites.
* Integrated websites with Facebook, Twitter, Google and multiple Payment gateway etc.
* Provided guidance and advice to less experienced staff.
* Liaised with account managers, sales teams and third party technical support to ensure the successful and timely delivery of a project.

**Software Engineer December 2013 – July 2015**

Iniz Solutions, Jalandhar, Punjab, India

Worked as part of a multi-disciplinary team, carrying out ad-hoc tasks as requested by the Team Leader.

* Developed web portals, web stores and other web applications.
* Worked closely with senior developer and learned advanced project management skills.
* Worked on multiple projects simultaneously to a high standard.
* Performs other work related duties as assigned.
* Fixed bugs from existing websites and implemented enhancements that significantly improved web functionality and speed.

**Other Work Experience**

* Three months experience as a cashier in V-Mart Retail Store in Pathankot.
* Five months experience as a Data Entry Operator (D.E.O.) and Designer in Sri Sai College of Engg. & Technology – Badhani, Pathankot.
* Five months experience as an Asst. Auditor in Sunil Tondon & Association, Jalandhar.

**Education**

* **Master of Computer Application (MCA): 2011-2014**Apeejay Institute of Management Technical Campus, Jalandhar, Punjab
* **Bachelor of Computer Application (BCA): 2008-2011**S.R.P.A Adarsh Bhartiya College, Pathankot, Punjab