

Rida E Haram Khan

Noida, India || (+91) 7838575540 || ridaeharamkhan@gmail.com || [www.linkedin.com/in/rida e haram khan 619a821ba/](https://www.linkedin.com/in/rida%20e%20haram%20khan%20619a821ba/)

Detail-oriented Bachelor of Technology in Information Technology graduate with 11 months of full-time corporate operations experience at Vivo Mobile India. Proven ability to manage complex workflow applications, track technical incident lifecycles, and coordinate cross-functionally with system engineering teams to maintain operational targets. Equipped with a strong foundational knowledge of object-oriented programming (Java, Python), data querying (SQL), and enterprise database frameworks. Currently upgrading technical credentials via the ServiceNow Certified System Administrator (CSA) learning track. Seeking an entry-level technical role to apply structured troubleshooting, system maintenance, and data management skills within an enterprise IT infrastructure environment.

Technical Skills

- **Programming & Scripting Languages:** Java, Python, HTML5, CSS3
- **Databases & Analytics platforms:** SQL, Oracle, DBMS Fundamentals, Power BI, KNIME
- **IT Infrastructure & Methodologies:** Enterprise ERP Platforms, ServiceNow CSA(in progress), Version Control (GitHub)
- **Networking & Core Web Protocols:** Computer Networking Basics, TCP/IP, DNS routing, REST APIs, Spring Boot
- **Operational Core Competencies:** Technical Troubleshooting, SLA Compliance, Cross-Functional Collaboration, Technical Documentation

Professional Work Experience

Inbound Customer Service Executive (Technical Support Focus) — Vivo Mobile India Pvt. Ltd, Noida

February 2025 to January 2026

- Utilized enterprise database tools and ERP architecture to log, categorize, and safely track structural operational records under strict metrics.
- Executed precise operational workflows and technical troubleshooting strategies to maintain continuous system stability.
- Collaborated directly with structural engineering and internal product support teams to escalate software anomalies, monitor hotfixes, and optimize general system operations.
- Sustained a consistent 100% Quality Score metric, earning multiple performance rewards for data integrity and accurate task tracking under pressure.

Cyber Security Intern — Edunet Foundation(AICTE), Remote

October 2023 to November 2023

- Contributed to a data steganography project focused on encoding, hiding, and successfully retrieving secure text payloads within digital assets.
- Practiced core security principles, access control logic, and risk reduction methodologies across development workflows.
- Conducted comprehensive verification testing and payload validation checks to confirm 100% data recovery accuracy during reverse steganography processes.

Project Portfolio

SkinVision: AI-Driven Skin Anomaly Detection Architecture

Tech Stack: Python, YOLO, Computer Vision, Deep Learning, OpenCV, Research Methodology

- Developed backend parsing logic and core application workflows to handle client image ingestion safely inside a web-ready environment.
- Wrote automated image preprocessing scripts using Python and OpenCV to execute programmatic cropping, color normalization, and scaling adjustments.
- Engineered a database routing logic script that interprets output confidence classes to match system results with appropriate product solutions.

Hair Loss Prediction Using Machine Learning

Tech Stack: Python, NumPy, Pandas, scikit-learn, Supervised Learning (Linear Regression)

- Designed a predictive tracking interface using standard Python libraries to parse multi-variant wellness features from target datasets.
- Executed structured data cleansing and normalization rules to filter out anomalous data points and maintain consistent records.
- Mapped structural data trends into simplified statistical regression representations to evaluate target feature changes.

Diamond price prediction

Tech Stack: KNIME, Google Colab, Data Analytics, Feature Engineering, Predictive Modeling

- Configured a modular analytical pipeline inside KNIME to parse and evaluate pricing trends across mixed categorical data elements.
- Implemented clear data preparation tactics, including one-hot encoding and variance scaling, to clean input records.
- Connected data models to Power BI to render structured dashboards, tracking high-level metrics and pricing adjustments cleanly.

Education

BTech (Information Technology) — Noida Institute of Engineering and Technology, 2025 (Final Grade- 73.20%)

Class XII — Aster Public School, 2021 (Final Grade- 78.80%)

Class X — Greenway Modern School, 2019 (Final Grade- 94.60%)

Certifications

- **Cambridge English:** Business English Certificate (BEC) – Advanced C1 Level Verification.
- **ServiceNow:** Certified System Administrator (CSA) – In Progress
- **National Apprenticeship Training Scheme (NATS)** — Registered